

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 14, 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/81556318681>

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

**Meeting Number - is 81556318681**

**\*Please see note below.**

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<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of December 3, 2024	Action	5-13
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	Metro Coordinated Plan - Metro Consultants	Presentation	
10	7.	Community Meeting Topics - Randy Johnson	Information	

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8	8.	Rider Newsletter - Matthew Avancena	Information
10	9.	Where's My Ride Update - Thomas Lee	Presentation
8	10.	Goals Retreat Preparation - Yael Hagen & Terri Lantz	Discussion
10	11.	Operations Report - Barrett Tate	Presentation
7	12.	Member Communications	Information
5	13.	Future Agenda Items - Yael Hagen	Information
8	14.	Subcommittee Updates - Karen Gilbert, Susanna Cadenas, Garrett Rodriguez, Mike Greenwood, Rogelio Gomez Eric Haack, Matthew Avancena	Presentation
1	15.	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 agenda 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**

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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/81556318681>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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

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+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 815 5631 8681
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  
December 3, 2024  
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:02 p.m.

**CAC Members Present:** Chair Yael Hagen, Vice-Chair Terri Lantz, Gordon Cardona, Jesse Padilla, Wendy Cabil, Jan Johnson, Maria Aroch, Kimberly Hudson

**CAC Members Not Present:** Rachele Goeman, Michael Conrad, Bhunit Shah, Scott Barron, Olivia Almalel

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Colin Obeso, Eric Haack, Art Chacon, Anthony Santiago

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES OF NOVEMBER 12, 2024

Chair Hagen asked for a motion to approve the November 12, 2024, minutes.

Motion: Member Johnson

Seconded: Member Padilla

Abstention: Member Cabil, Chair Hagen, Member Lantz

Motion: Passed

GENERAL PUBLIC COMMENTS

Mel Bailey made a public comment by wishing everybody a belated Thanksgiving.

BOARD MEMBER REPORT

None

## EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated their goal was to have Access-owned facilities in all six regions. They have talked about their project in the Antelope Valley in Lancaster. The Board approved the purchase of land in their southern region. The current southern region contractor has a fairly small, leased facility of about three acres, and it's become progressively more difficult for them to handle service in the area. In the short term, they are going to prepare a short-term plan to improve the site that will enable the southern region contractor to occupy it soon. Over the long term, the goal is to have state-of-the-art operations and maintenance facilities that will allow contractors to operate efficiently, have sufficient parking for Access vehicles. If they hope to have a zero-emission transit fleet in the future, they are going to need their own facilities. They are looking at various grant programs, federal and state grant programs, for additional funding. As well as funding for the Olympics.

Randy Johnson stated that they participated on a coordinated public transit plan focus group call. Metro will be having several of these calls over the next month and he will be providing information on how to participate in that survey. Essentially, it's an opportunity to help shape transit for seniors and individuals with disabilities in L.A. County. They're inviting seniors, individuals with disabilities, and those whose agency that support the disability community to provide input on what should be included in the coordinated plan. They urge everyone to participate in focus groups. They will have one tomorrow between 5:00pm and 7:00pm in person at the Pomona Regional Center. They're going to have one Thursday at the Metro Headquarters, and they'll have one next Monday. It's considered to be at the Legacy Commons for Active Seniors in Palmdale. He will provide that information for the CAC members via email.

## PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that even building new buildings, he would like more emphasis on more vehicles, more drivers, better share-ride route. He would like to see more meetings with the other bus companies. In example, Antelope Valley and Santa Clarita bus companies because every Thanksgiving and Christmas, they don't have any vehicles out.

Mel Bailey made a public comment by stating that he is excited to see the expansion project and wanted to know where it will be located. What will happen to the current leased location of the southern region site. He also asked if the location will be big enough to hold all the ProMaster vehicles. Randy Johnson will connect with him to answer questions.

## MEMBER DISCUSSION

Vice Chair Lantz is looking forward to Global paratransit having the new location as she has been to their site many times. She asked if the maintenance or repairs on vehicles

be done at the new location or are vehicles still going out somewhere else. As far as what Randy Johnson talked about, she was invited by another entity and will be attending virtually.

Mike Greenwood stated that the proposed yard at the northeast corner of Avalon and Alondra in unincorporated Los Angeles County will eventually be the home of all of the southern regions operations and maintenance activities as well as the call center and dispatching and everything else that the contractor needs for their operation.

Member Cabil showed her support to Randy Johnson and Andre Colaiace, for all the work they are doing in expanding the services where needed, pushing for improvements in areas of the ridership experience.

Member Padilla stated he was excited about the new location. This will also improve routing for share rides and even on-time performance.

Andre Colaiace stated they spend a lot of time and energy now on parking between their contractor vehicles and employee vehicles and this will allow them to focus on delivering better service. When they look at capital improvements or buildings, they believe there's direct linkage between having agency-owned yards and improved performance over the long term. If a contractor is leasing and they lose their lease, they would have to quickly find another suitable facility, which is very difficult. That could cause a really significant operational disruption.

Member Cardon stated, "Thank you for your report, Mr. Colaiace. And is there space for future expansion?" Andre Colaiace responded that the current yard the contractor currently leases is about three acres, and this land package is six acres, so yes, there is space for future expansion.

Chair Hagen stated that as riders and members of this committee, they should keep an eye on the fact that in terms of then part of the expansion there can be room for extra resources, like same-day services. Also, to make sure some of the new facilities, also has room for satellite-eligibility centers, so people do not have to travel as far, and they can make that process easier for people. She added that some of the questions at the focus group she attended were "what some of the gaps in services where?". The parents with disabilities programs and other comments were very helpful during the focus group.

## OPERATIONS REPORT

Anthony Santiago presented the operations report. He stated that they held a cyber security exercise on November 13th with their IT support contractor. The exercise was virtually attended by representatives from Access contractors with the goal of making the agency and contractors as prepared as possible for any cyber security challenges in the years to come. The exercise focused on areas such as supply chain attacks,

insider threats from active employees, and active monitoring cyber threats. The exercise yielded feedback, ideas and discussions that helped raise the general awareness of cyber security threats that exist in today's world. He shares that their team of operation service monitors or OSMs performed a lost-and-found audit at different contractors each month, auditing all six contractors twice a year. The team recently completed another audit in November for the northern region contractor, MV Transportation. During this audit, the OSMs will visit a contractor location in person and review the contractor's lost-and-found process to ensure that Access policies are being followed. Prior to completing the audit, the OSM will call riders directly to confirm that they received their lost-and-found item. Through this audit it was concluded that MV Transportation has maintained a good lost-and-found process.

### MEMBER DISCUSSION

Vice Chair Lantz stated that this was a good example of how public comments come to CAC, and how the CAC is able to network within Access to get someone to present this kind of information. This was an issue brought to the meeting by a rider making a public comment.

Member Cabil thanked them for the presentation. It's good to hear the results of the audit and asked if they could be used as a resource to help other transportation agencies.

Member Padilla stated that he almost forgot his phone somewhere and if the lost and found were improved, then people will be able to get their items back. He asked if the RPI for preventable collisions meant incidents that were almost going to happen. Anthony Santiago responded that it meant that these were collisions that could have been prevented on Access part.

Chair Hangen asked if they have noticed a reduction of items that are being turned into lost and found. She also asked if there are items that are still outstanding and kept track of and if riders are being made aware. Anthony Santiago responded that they do hold the items for up to 90 days. And throughout that process, the contractors are tracking and contacting riders and documenting their contacts with them.

Chair Hagen asked if they track incident reports and how they are tracked. Anthony Santiago stated that they are documented as incidents and investigated.

### FREE FARE & TRAVEL TRAINING PROGRAM UPDATE

Eric Haack gave an update with respect to Access Services Free Fare program. There is no separate application process for this program, and it is an automatic benefit of Access eligibility. The program provides Access customers rides on the fixed route systems of LA County by tapping their Access ID card on the tap fare reader. Additionally, Metrolink permits Access customers to ride its system across LA County



for free. This program is offered because it increases mobility options or choices for Access customers.

## PUBLIC COMMENTS

Fernando Roldan stated they should have a presentation for rides to the airport. They should have a survey about the airport to see if people do use the bus system or the rail system to go to the airport. They should also do a survey concerning big sporting events like the World Cup, the Super Bowl, the NBA, and the Olympics.

Mel Bailey made a public comment by stating that he did the survey via email, and he thinks it is very critical that the surveys are also given to drivers. He asked if there was an assessment that can be done to ensure that the individuals that are using Access really need Access. Everyone's medical situation is very fluid and however, he's been on rides where a rider says he can drive, and he wonders why they use Access. Chair Hagen responded that Access services can be used by people who drive as well.

## MEMBER DISCUSSION

Member Padilla asked if a rider could book a ride to a destination and then use Free Fare returning home and vice versa and if they knew what the numbers are on how many people did this. Eric Haack responded that they don't investigate that, but they can see which customers are taking the Free Fare rides.

Member Hudson asked stated that she rides Access and uses the trains and buses when she has someone to travel with her. She asked if she rides the bus or train with an attendant, does it show Access how many rides she took. Eric Haack responded that travel with a personal care attendant, is something they would not be able to keep track of it because they are not tracking those riders. Tap cards are individual identity on them and they could eventually keep track of them but it's not practical. Metro does send them a lot of data, but they are looking at the bigger numbers.

Member Hudson stated that she has heard that many people apply for Access for the benefit of receiving a free tap card. Eric Haack responded that he is sure some customers have applied for Access because of the free fare benefit but everyone who applies for Access does have to fill out the application. Many customers are eligible for Access and do not use it but do take advantage of public transportation.

Member Cabil asked if there has been discussion on expanding free fare to others outside of LA County. Eric Haack responded their partnerships are with their transit partners and in terms of some transit, it does overflow to other counties. Otherwise, they aren't exploring other counties at the time. Member Cabil asked what the top five transit companies mean and how does she find information on those companies. Eric Haack responded that mainly those are carrying the vast majority of free fare rides.

Member Cardona stated, "Great presentation and they missed Dina today."

Member Johnson stated that she had a friend that used Access rarely used mostly public transportation through the free fare program. Eric Haack stated that free fare data was not part of the eligibility requirement.

Chair Hagen stated that they provide as many choices as possible of transportation, and changing the name of the program so people's expectations of it are different? What they will be promoting in this program is, if possible use whatever transportation that is most appropriate for that trip. Eric Haack responded they could discuss the name change if they want.

Chair Hagen stated that the regulations to be eligible for Access is that they can't use fixed routes for some of their trips or that they are able to use fixed route independently. Some can use fixed routes because they have a companion. This does not necessarily affect their eligibility.

Member Hudson stated that she thinks they need to clarify the message and policy on this program. She also volunteered to speak on this subject since there's a significant population that use both services. Chair Hagen suggested they bring this issue to the subcommittee as well.

Vice Chair, Lantz stated that statement needs to be accurate so they can't use it during eligibility. Eric Haack responded their opportunity for improvement.

#### ESTABLISH POST-ELIGIBILITY CALLS AD HOC SUBCOMMITTEE

Matthew Avancena stated that they are creating a subcommittee to discuss travel training contracts and the nature of post eligibility calls conducted by their travel training contractor. They have a lot of comments and suggestions on this and one was to form an ad hoc subcommittee to address this. This committee is not long term. He asked a motion to create this. Vice Chair Lantz made a motion, and it was seconded by Member Aroch. The volunteers are Chair Hagen, Vice Chair Lantz, Member Johnson, Member Aroch, with Member Hudson and Member Cabil as alternates.

#### HOW ARE LOCATION EVALUATIONS CONDUCTED

Colin Obeso stated location evaluations are conducted at the request of a rider, internal or contractor staff, or a third party for the purpose of ensuring that a particular location is safe and accessible for our riders and drivers to find each other.

#### MEMBER COMMUNICATION

Member Cardona stated, "We need a Location Evaluation for the Intuit Dome in Inglewood." Colin responded they do have one in the system for Intuit Dome currently,

and he is working with the Clippers organization, to possibly get some more locations, maybe two around the Intuit Dome, and even possibly stand signs.

Vice Chair Lantz asked if on their website, there is information given to riders on how they can request these stand locations. Colin Obeso responded that these investigations are done because a rider does raise concerns via customer service. He isn't sure it's on the website but will research this and give her a response. Mike Greenwood responded how to do this is in the rider's guide.

Chair Hagen stated that this would be a great topic to add to the newsletter.

Member Cabil thanked him for this important information on the stand signs.

Member Johnson stated that she is in a complex and they sent a road supervisor out because they kept having trouble with the rides. There is the same issue at her building all the time and Vice Chair Lantz asked if this was something they could add to the rider's profile as an ongoing issue. Chair Hagen asked if they could make it a requirement for these types of pickups that the driver exit the vehicle to help the rider. She suggested that they bring this issue to the operations subcommittee for further discussion.

#### MEMBER COMMUNICATION

Vice Chair Lantz wished everyone a happy holiday season.

Member Aroch wished everyone a happy holiday and announced they are having a toy give away on Saturday, December 21.

Member Hudson wished a happy holiday season to everyone and looks forward to working with them in 2025.

Member Cabil complimented everyone for all their support and help with the very important issues. She herself is struggling with her own mobility issues and she is grateful for Access staff and Board. She had an incident while riding Metrolink and she was grateful she was ok, and she encouraged the security guard to take time for his own mental health. She is grateful for Victor Garate in Antelope Valley for her missing wallet. She did win some gift cards in a raffle, and she was very grateful for them during the season when she really needed them.

Member Cardona stated "Happy holidays. It's been a wonderful year working with you all this past year. Be safe."

Chair Hagen wished everyone a happy holiday and for the hard work they do. Congratulations to Access for the great accomplishment with the new facility. She encouraged everyone to join that survey for Metro and more information will be

emailed to everybody.

### SUBCOMMITTEE UPDATES

Matthew Avancena read the message for Karen Gilbert concerning Eligibility, by stating that the meeting for November 27th was canceled due to the Thanksgiving Holiday. The next meeting for December was moved up two weeks to the new date of December 11th, and she will send out two reminders for next week's meeting on December 11th.

Matthew Avancena gave an update on the Website subcommittee by stating that the vendor is working on the programming, and they did finalize a design. Matthew Avancena stated that the Goals Retreat Subcommittee is making progress on the topics to be discussed. The retreat will be on the second Tuesday of February as they normally have their CAC meetings during that time. More information to come.

Susanna Cadenas stated that the Customer service subcommittee met on Wednesday, November the 20th. The group continues to work on updating Access' Frequently Asked Questions from the website. They hope to have them completed within the next month or two for approval. They will be meeting again on Wednesday, December 18th, 2024.

Mike Greenwood gave an update by stating that the Operations Subcommittee last met on Wednesday, November 13th. The main topic of discussion was their continuation of evaluation of trip negotiations. They have hard data on the negotiation process, specifically data for the Southern region. The Southern region performed over 96,000 reservations, and 21% of them, the rider got the exact time they requested, and 61% of all reservations, the rider got a time within 15 minutes of the requested time. They also previously discussed Antelope Valley region data and are going to work their way through all of the contractors.

Eric Haack stated the Video Communications Subcommittee has not met but will be meeting tomorrow and discuss on how to avoid a no show.

### PUBLIC COMMENTS

Milcah White made a public comment by stating that some of the clients using Access service are taking umbrage with certain people using Access services and being able to drive. She was wondering why they think riders should have to be disqualified because of this. It doesn't make sense to her and as a young senior she is also a professional, and still needs rides to continue working even though she too can drive. Regarding the gentleman who was talking about the geolocation of stand signs, she had to ask Access Services to go to the campus at College of the Canyons in the Santa Clarita area to locate a spot for stand signs. She would need a refresher on the process of how to go about requesting this again as it has been a long time since she did this.

Chair Hagen responded that people who drive do have the right to use services according to the law. It is a civil rights law that allows everybody the right to public transportation whether they drive or not, and the same with people with disabilities.

#### ADJOURNMENT

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