

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, January 13, 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/86426882370>

**Dial In - 888 788 0099 (Toll Free) or
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Meeting Number - is 86426882370

***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 December 9, 2025	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.	Strategic Plan - Eric Haack	Presentation	
10	7.	Community Meeting Topics - Randy Johnson	Information	

	8.	Grocery Delivery Pilot - Randy Johnson	Presentation
10	9.	Future Agenda Items - Yael Hagen	Information
	10.	Operations Report - Alicia Posada	Presentation
10	11.	Subcommittee Recap of Accomplishments - Karen Gilbert, Susanna Cadenas, Eric Haack, Mike Greenwood, Matthew Avancena	Information
15	12.	Request for ADA Training Topics in lieu of Goals Retreat - Matthew Avancena	Presentation
5	13.	Member Communications	Information
1	14.	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 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.

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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
December 9, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 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: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Andre Colaiace

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF NOVEMBER 18, 2025

Chair Hagen asked for a motion to approve the November 18, 2025 minutes.

Motion: Member Wilkins

Seconded: Member Padilla

Abstention: Member Shah, Chair Hagen, Vice Chair Lantz

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that the newsletter needs improvement. He would like to see more stories related to the discussions they have had in these meetings, stories of events and stories on veterans, especially veterans with disabilities.

Maria Skelton made a public comment by stating that she has always had positive interactions with drivers as well as the dispatchers. She recently had an experience with two Access drivers at different times. According to her, she asked some racist questions, and she was very hurt by that. She spoke to Jimmy Flores in November, and

he said he would send her information by email, and she still has not heard from him on that. Since then, another driver was questioning her about her name being Maria although she was African American. She said it was unacceptable to ask those sorts of questions.

Lisa Anderson made a public comment by stating that she moved to Santa Cruz recently. She also has had instances where she has had racially motivated circumstances in public transportation.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that they recently approved the 2026 Board calendar. They also approved reappointments to the CAC; the group A members have been reappointed. The Board approved the Public Transportation Agency Safety Plan. It's also called the PTASP, and this is required by the Federal government since they receive certain types of Federal funds. They did a review of the Access visitor policy in order to make a better environment for international visitors, particularly for the Olympics in 2028. Certain elements within the Department of Transportation have proposed, two ideas that would significantly negatively impact public transit in the United States. The first one is to eliminate the mass transit account. In terms of Federal funding, there's a highway account and there's a mass transit account. This ensures that transit has a dedicated source of funding. Another proposal would eliminate the flexibility that localities traditionally have when determining whether to use highway funds for transit. For example, which would affect Access because they traditionally receive around \$80 million in highway funds that they flex to paratransit. They are also working with a consortium of transit agencies to look at the drug and alcohol testing laws that affect transit agencies to amend those laws or regulations to make it easier for transit agencies to use TNCs like Uber and Lyft and taxi cabs. Riders would not be forced on any rider who does not consent, but they have that option if they want. This consortium, led by Access, was put together with a letter for the new head of the FTA, Mark Molinaro, with a list of things they are interested in pursuing and requesting to meet. They are trying to amend Federal law to allow Access to apply directly to the Federal government for bus and bus facilities grant monies. Currently, that grant program is only available to fixed route agencies so if Access wants to apply for a project, they have to find a fixed route member agency to apply for them. They have plan to build facilities in their four basin regions and the Antelope Valley; this is money that they are going to need to rely on in the years ahead. They want to make it as easy as possible for the agency to obtain those types of grants. They have asked Congress to amend Federal law to allow them to apply directly to those programs.

PUBLIC COMMENTS

Fernando Roldan made a public comment by suggesting they record some of the meetings and adding them to YouTube so that people who miss their meetings can look it up on YouTube or any other platform. He also said that he did an interview with a reporter from Spectrum because apparently the Federal government wants to hold back a piece of law that Senator Tammy Duckworth, who's also a disabled patron, wanted to push on.

MEMBER DISCUSSION

Member Hudson thanked Andre Colaiace for his report and his support of their work as a committee. She appreciates his willingness to listen and implement their feedback.

Vice Chair Lantz feels that Andre Colaiace supports the spirit of accessibility, and not just the law. He and his staff have improved Access so much over the years and she appreciates it.

Member Cabil thanked him for his leadership, and his support as always.

Chair Hagen appreciates their support and their approach in helping them improve service. She said they need to advocate to allow them to be able to look at other types of vehicles and to improve the fleet.

Member Shah asked if the chassis were not all American made. He asked if they have a rule of a percentage of domestic purchases. The "Buy American" rule is about percentage of domestic content, but it allows for a certain percentage of non-domestic content, but the vast majority of the vehicle has to be built or use parts from the United States. Andre Colaiace responded that not everything is American made but the requirement is that it should be about 70% American made not 100%

Member Shah asked if the Toyota minivan could be converted for commercial use to be one of the options. Andre Colaiace responded they are always looking at all the options.

Member Hudson said they use the Ford for themselves, so she recommended they look into this.

LOST AND FOUND POLICY

Barrett Tate gave an update on the feedback from the Lost and Found Policy committee as well as members of the public in early 2022. This policy has applied that feedback and has been put into use since May of that year. The prevention of lost items begins at the street level, and that is why they have the vehicle checked for lost items once the rider exits at their drop-off location. Items are logged and kept for a minimum

of three months or 90 days in a secure location, to allow the owner to claim the items within a convenient time. Contractors make proactive efforts to identify the proper owner of an item, whether it belongs to a rider, or a guest. For high-value items like prescriptions, wallets, cell phones, and such, they are returned to the rider by delivery to the rider's home. All contractors have a designated staff member responsible for handling lost items, as well as returning said items. They tag and log those items with the date and time found vehicle number and driver name. Access staff conduct regular audits of this process at a minimum of twice a year for each contractor.

PUBLIC COMMENTS

Lisa Anderson made a public comment by stating that she had left items in a taxi before and she never got them back. She had found cash before and told the driver but there was no follow up as to how to proceed to get that back to the owner either.

MEMBER DISCUSSION

Member Wilkins stated that she had been in an incident where her companion left some belongings in a vehicle and reported it, and they said that somebody would be getting back to them, but they never heard anything. She kept calling and asking, but no response.

MEMBER DISCUSSION

Member Almalel asked if they still utilize TNC vehicles and if they also follow that same policy. Barrett Tate responded all contractors are responsible for following the lost and found policy and are held for a minimum of 90 days. Some contractors hold them longer and others dispose of them after 90 days. Barrett responded that everything was logged and that record is kept even if it's never picked up.

Member Lantz asked why the provider can't just notify the person if it's a wallet or a cell phone if it has the person's name. Rogelio Gomez stated that in the presentation the drivers are trained to check the vehicles for any belongings left behind.

Member Hudson asked if this process worked and what percentage of the time this process worked. She has lost a cell phone and believes it was lost in an Access van late at night but was told nothing was ever found. Barrett Tate responded that they audit twice a year and the common results of the audits are that most riders do get their items back.

Member Padilla asked what the percentage of turnaround time that passengers would get their items back. Barrett Tate didn't have a time available, but he can get back to him on that.

Member Shah asked if a phone is left in the vehicle and the passenger knew they had left the phone in the vehicle and called the number, if the driver was able to answer the phone that was ringing. Barrett Tate stated that they encourage the owner of the item to reach out to the contractor and customer service as soon as possible once they notice that they have a lost item.

Mike Greenwood stated that the process for lost and found was in the Rider's Guide and it can be found on page 82. It directs the rider to call the reservation number and then press extension two and tell the reservation agent that they've lost an item, and that starts the process. If they are in a hurry to get the item back, he suggested they go directly to the contractor.

Member Almalel said there is no Lost and Found link on the website and asked them to add it. Mike Greenwood said it was a reasonable request and will look into it.

Vice Chair Lantz asked if they could add a recording of the process of how to go through the lost and found, on the "hold line" to better inform people.

FUTURE AGENDA ITEMS

Chair Hagen stated that she was looking for new and future agenda items. Every month they meet with Matthew Avancena and go through some of the requests for agenda items by members of the committee, or members of the public. Any topics that might be useful to get more information about, or any trainings that members of the committee would like to have for their improvement in their ability to serve on the committee.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that they should create a committee concerning shared rides. The second would be keeping track of rides that are arriving late. He suggested they have quarterly community meetings as well.

Gloria Santana made a public comment by stating that she has been taking Access since 1998. She is patient about shared rides and sometimes the routes do not make sense. Whoever is doing the routing should get training in it, because they send them in opposite directions.

Lisa Anderson made a public comment by stating that you never know when an emergency is going to happen. They should have better communication between the different regions if they are going from the one region to another.

MEMBER DISCUSSION

Member Cardona asked they revisit the automated vehicle demonstration.

Member Cabil stated that she is always thinking of her mental wellbeing, because she has suffered it herself. She asked if they could place a link to information, a resource link, on our website. A few topics are mental wellbeing, disaster preparedness, aging and disabilities, something for parents like a parent's corner, consumer alerts, health and fitness, and link to any type of support groups.

Member Padilla asked they add shared ride issues as a next agenda item.

Member Shah stated that with the shared ride issue, working together with the staff and the Board to revamp the app so they can request a pickup time and request a location at a particular time, they would get notified. The system would then generate a pickup time ensuring that you would be at your location around that time. If they could know the route in advance so they can make an informed decision on whether they choose to get into the vehicle or cancel the trip, that would be helpful. Implementing some sort of same day service would be really beneficial.

Member Hudson echoed what everybody's saying. She knows routing is one of the biggest issues and anything they can do to improve that would be much appreciated. Normally in some apps, you can add an address of where you want to go and a time that they need to be there and get a relatively reasonable time of when you will arrive there. She hopes that Access could get closer to that model, at some point.

Vice Chair reassured everyone that they are considering everyone's recommendations and discussing these topics to improve them. She asked them to continue to give them discussion points for future meetings. She asked if shared ride and same day were both operational issues. Mike Greenwood said it was.

Chair Hagen asked if there was any interest in trainings, they would want for themselves that might help them understand paratransit better or make them a better committee member.

OPERATIONS REPORT

Kristy DeHaro presented the Operations Service report. She explained the KPI percentages and shared the highlights for December. The operations service monitors continue to ensure that local facilities that service riders feel comfortable contacting Access with questions, comments, and concerns. Some of the agencies conducted outreaches to the Social Vocation Services in South Los Angeles, David's Place, also called Nurturing South Development, in Long Beach, and the Service Center for Independent Life and ADHC in Claremont. November outreach efforts also included the Accessibility Advisory Committee and the Patient Family Advisory Committee earlier in the month. Audits for call taker and dispatch continuous training were completed for the first quarter of this fiscal year and are intended to ensure continued compliance with training, including new hire training, continuous training, and any re-

trainings that took place. In coordination with the CAC operation subcommittee, Access was able to publish a new operations bulletin for contractor staff centered around updated language that clearly defines the current Access package policy. The bulletin was created to ensure a clear understanding that the package policy applies to all passengers, including guests and PCAs, and not just Access riders alone. She showed photos of the trunk space in a Toyota Prius, under the seat options in a ProMaster, as well as other storage spaces in the ProMasters. Access has already begun discussions at internal meetings with contractor staff about the bulletin and will continue to monitor its application to the service as time progresses. Contractors have also shared the new bulletin with drivers, and they will be incorporating this information into their training. Additionally, they are in the process of updating the rider's guide in print and online in addition to the reservation hold recordings and on the Access website so that riders and the general community are aware of this update.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they should be allowed to carry at least packages of up to 50 pounds. They would like to be able to take any travel luggage when necessary.

Lisa Anderson made a public comment by stating that a driver once told her that she had too many grocery bags and they were counting her backpack and she asked if this was considered part of the allowance of bags. Kristy DeHaro responded this was also considered part of the allowance and it should not be more than 25 lbs.

MEMBER DISCUSSION

Member Gordon said, "We enjoyed meeting with Access staff last month at David's Place to ensure our individuals are receiving great service and recommend a few improvements for rides."

Chair Hagen clarified that in addition, the PCA is also able to take an equivalent number of packages on a ride.

Member Wilkins understands these rules are put into place to cut down on the space in the vans, however, if they are going to LAX to take a flight and have luggage what was the process. Mike Greenwood responded that suitcases that are larger than a carry-on suitcase are not part of the package policy. If they are going to use Access to go to the airport, a suitcase that is no larger than what the airlines accept as a carry-on suitcase would not be accommodated.

Member Hudson stated that when she has to travel with a lot of items, she sends them ahead of time in a box to avoid traveling with so much. She isn't sure if there was a possibility of adding this suggestion to the policies.

Chair Hagen said that another option was to be a little more creative in the way that they pack and make sure that where they're going has laundry services. Not taking toiletries that can be purchased at the destination is another option to save on baggage space.

Member Shah asked them to add what people who have mobility devices may need to do to make sure they can take their medical equipment when traveling. Chair Hagen stated that this was part of the discussion in the subcommittee meetings.

Member Almalel agreed with them because when looking at the Olympics being held in LA, they are going to have a lot of visitors coming and traveling with luggage. She knows it's temporary but it's something to consider as far as the package policy.

MEMBER COMMUNICATIONS

Chair Hagen announced that rider and advocate, Wilma Ballew, unfortunately passed away. Wilma was very passionate about paratransit and was a faithful attendee of Board meetings and CAC meetings until the pandemic when the lockdown occurred and they started going online. She contributed and would like to take a moment to remember Wilma and if anybody has something that they want to share, that would be great. She wished everyone wonderful holidays.

Member Almalel stated that she appreciates the tenacity, and the advocacy, of everyone in the CAC.

Member Cardona said, "I hope everyone will have a wonderful holiday season with family and friends. It has been a great year working with all of you."

Member Aroch thanked everyone and wished them a Merry Christmas and happy holidays.

Member Padilla said Merry Christmas, happy holidays, and hopes everyone has a joyous season.

Member Wilkins wished happy holidays to everybody and echoed Kim's comment about it being maybe a tough time for some people, and she just wanted to encourage everybody.

Member Bauer wished happy holidays to everybody. He said it's been great serving on the committee and enjoyed meeting some folks at the annual meeting a couple weeks ago.

Member Cabil stated she is grateful to still be there and happy to be a part of this committee. She said that she will continue to share her resources. She will look forward to returning in the new year, refreshed.

SUBCOMMITTEE UPDATES

Anthony Santiago gave an update on the Operations subcommittee by stating that since the last CAC meeting on November 18th, they have not met. However, they are scheduled to meet virtually tomorrow, and he will provide an update at the next CAC meeting.

Eric Haack stated that the CAC video communication subcommittee, met on December the 2nd. This subcommittee discussed the possibility of creating a live or recorded information video meeting. It would be a little different than a community meeting that Access has, as it would focus on one important topic for Access customers. Access management or leadership does feel that a video meeting or webinar-like meeting would be a good idea to share communications of policies with customers. Access did propose having two of these video meetings on the calendar, and there was discussion on whether two is an appropriate number of meetings. In the CAC Technology Subcommittee there was a very good discussion on observed issues on the app and online reservation systems, in terms of accessibility for working with screen readers. Bill Tsuei was able to respond to observed issues related to the screen readers and discussed that an AI, artificial intelligent, agent will be piloted sometime in mid-2026. The first ad hoc subcommittee meeting for the 2026 customer survey will happen next Tuesday, December the 16th, at 1:30 p.m. They will review the script of the survey, as well as make efforts to reach a larger audience of respondents with this survey so they have better results.

Matthew Avancena stated that the new member applicant subcommittee will have their first meeting in January to start vetting and possibly interview the potential applicants for the two vacancies that they have. They have about 2-3 interested applicants and have made attempts to contact some of them. He was successful in contacting two and they will hopefully select the new member at a January interview and then announce it in a February or March CAC meeting.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting in the memory of Wilma Ballew. Member Shah made a motion and Member Padilla seconded. The meeting was adjourned at 3:16 p.m.