

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

**Tuesday, July 8, 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/85888546647>

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

**Meeting Number – is 85888546647  
\*Please see note below.**

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<b>Time</b>	<b>Item</b>	<b>Description/Presenter</b>	<b>Disposition</b>	<b>Pages</b>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of June 10, 2025	Action	5-14
10	3.	General Public Comments	Information	
8	4.	Board Member Report	Information	
10	5.	Executive Director's Report – Andre Colaiace	Information	
15	6.	SB 707 Update – Randy Johnson/Gonsalves and Sons	Information	
8	7.	Technology Survey Results – Eric Haack/Great Blue Research	Presentation	

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10	8.	Responding to No Shows – Susanna Cadenas	Information
10	9.	Officer Nominating Subcommittee Update– Matthew Avancena	Information
10	10.	Operations Report – Anthony Santiago	Presentation
5	11.	Member Communications	Information
5	12.	Future Agenda Items-Yael Hagen	Information
8	13.	Subcommittee Updates – Susanna Cadenas, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	14.	Adjournment	Action

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*The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.*

*"Alternative accessible formats are available upon request."*

**\*NOTE**

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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.

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

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Webinar ID: is 858 8854 6647
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

June 10, 2025

1:00 pm – 3:15 pm

**CALL TO ORDER**

Chair Yael Hagen called the meeting to order at 1:10 p.m.

**CAC Members Present:** Chair Yael Hagen, Vice-Chair Terri Lantz, Jesse Padilla, Jan Johnson, Bhumit Shah, Olivia Almalel, Scott Barron, Wendy Cabil, Rachele Goeman, Maria Aroch, Kimberly Hudson

**CAC Members Not Present:** Gordon Cardona

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Alicia Posada, Hector Rodriguez, Rogelio Gomez, Susanna Cadenas, Karen Gilbert

**Guests Present:** None

**REVIEW & APPROVAL OF MINUTES OF MAY 13, 2025**

Chair Hagen asked for a motion to approve the May 13, 2025, minutes.

Motion: Member Goeman

Seconded: Member Bauer

Abstention: Member Hagen, Goeman, Shah, Aroch, Cabil

Motion: Not Passed

**GENERAL PUBLIC COMMENTS**

Fernando Roldan made a public comment by stating that they should address the situation what's going on in LA with the protests, riots and all. He also suggested they change the 25 lbs. rule of packages they can bring on a vehicle to 50 lbs. to make sure they can bring groceries and/or luggage. He asked them to form a committee or a town hall meeting with Viano Valley in Santa Clarita.

Victor Dominguez made a public comment by stating that he tried to modify the pick-up time on

a reservation before, but they don't always have the time he requests. There's been a lot of occasions when the CS rep doesn't pay attention, and they book the wrong time for him. He agrees with other riders about not asking repetitive questions about things that should already be on file. The second thing he recommended was whether they could get short reports for the CAC at Metro meetings since he is part of that Board.

#### BOARD MEMBER REPORT

No Board report

#### EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he and Randy Johnson were in Washington, D.C. recently. They met with a number of congressional offices like the Office of Civil Rights, and also the Office of the Secretary of the Department of Transportation. They discussed several issues related to Access and the national paratransit issues. They requested \$3 million from Congress for a community funding request for the Southern Region Operations and Maintenance facility. They were successful in getting \$3 million for the Antelope Valley facility, so they continue to push the agency priorities at the Federal level. They discussed two proposals called Transportation Reauthorization of the Federal Transportation Funding and Policy for the next six years. Their proposal is to allow Access Services to apply directly for certain Federal Grant programs such as the Buses and Bus Facilities Program. The second proposal was to amend the Federal Drug and Alcohol legislation to give more flexibility to transit agencies to use non-drug tested TNCs like Uber and Lyft and taxis for certain supplemental paratransit and transit programs. Their issue is the interpretation of the FTA on this issue changes constantly, because it's not a law, it's just guidance. They did have a TNC program in the southern region, but it's been discontinued because it wasn't regulatory compliant. In D.C. they heard a lot about various cuts to the Federal civil service, but he doesn't think those cuts will affect various civil rights programs and the enforcement of civil rights programs, including paratransit. There doesn't appear to be any movement to cut transit funding, with the exception of certain high-profile projects like the California High-Speed Rail programs. The American Public Transportation Association is working very hard to make sure that transit is held to the same levels it's been in the past.

#### PUBLIC COMMENT

Fernando Roldan made a public comment by stating that in July in D.C., there's a conference called the NCIL, National Council on Independent Living. It's for independent living centers but would strongly advise and suggest that Access Services write a letter regarding any cuts to NCIL.

#### MEMBER DISCUSSION

Chair Hagen asked if they could incentivize drug testing. Andre Colaiace responded that they do criminal background checks only. He stated that incentives would be up to the companies the TNC drivers work for. He added that TNC's are more readily available to give rides.

Vice Chair Lantz asked if the TNC rides were going to increase vehicles that can accommodate wheelchairs, or are they used to relieve Access when they have too many rides. Andre Colaiace responded that both Uber and Lyft have their own fleets, but the size of those fleets is up to the companies themselves. They are incentivized through the State Access for all program, to have those fleets. Vice Chair Lantz asked if they foresaw any issues in securing the federal funding. Andre Colaiace responded he didn't think so, but he will keep them updated. Vice Chair Lantz asked to be updated so they have time to advocate for this issue.

#### DRAFT FY 2026 BUDGET

Hector Rodriguez presented the draft budget and explained planned expenditures for FY 2026.

#### PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he thinks Access should advertise on their buses. Second, Access should look into fundraisers, like dinners, golf tournaments, etc.

#### MEMBER DISCUSSION

Member Bauer asked what kind of vehicles they were going to order and if they could order something other than just ProMasters. Hector Rodriguez responded that the vehicles were already ordered, and they include ProMaster vans and cutaways in 3 sizes. They are limited in the availability of vehicles that are out there. They also buy made in America vehicles and because the funding requires it. There are limits to the vehicles that are available for them to purchase and modify. Mike Greenwood offered to give him a call to explain more in detail about this issue.

Member Shah asked if the side entry ramp on minivans would meet the requirements for Access. Hector Rodriguez deferred the question over to the operations and fleet manager to respond to.

Mike Greenwood stated that they evaluated the vehicles that are available in the marketplace for purchase. Another factor is the durability of the vehicle and the reliability to last for hundreds of thousands of miles to operate in their type of service is another consideration. Chrysler makes a minivan called a Pacifica but it's a light duty vehicle and it wouldn't stand up to the rigors of operating ADA paratransit service in Los Angeles. Some contractors have a few of them for road supervisor's duty, which is much lighter duty than doing revenue service for 12 to 15 hours a day. While they haven't found a better option, they are spending significant energy and some dollars to improve the ProMaster. They have already made some improvements and will continue to get feedback and take notes on any other concerns.

Member Almalel stated that they should continue to receive input for the ProMasters they will be making in the future. She and Chair Hagen did a demo trying to get two wheelchairs into one ProMaster, which wasn't feasible, but she isn't sure which version they were in. She asked if there were versions of this vehicle that could fit two wheelchairs because the bulky frame parts were

utting out into the usable space. She asked if they could give input on the budget for the purchase of these vehicles. Hector Rodriguez responded that they do take their input into consideration. He said they're currently testing a different floor plan for the ProMaster to easily fit two wheelchairs in it. It takes a while because they make sure it's still a safe vehicle to operate. Unfortunately, the price is dictated by the contractor, not by Access so they don't have a say about that.

Chair Hagen asked they be involved in the budgeting before the loan. She asked if in terms of budget, there's enough money to be able to do modifications to the vehicles, both going forward and going back to some of the vehicles that are currently on the road. Hector Rodriguez responded that for any new vehicles that are acquired, as the modifications get approved by everybody including the federal government, the money's there. To the extent that those modifications can be made to the existing fleet, they will do so as they have enough money built into the capital budget to accommodate those needs.

Vice Chair Lantz thanked Mike Greenwood and his team for working with the operations subcommittee. As a senior with a disability, the most disconcerting thing is that there are no seats they can easily get onto.

Member Hudson thanked Mike Greenwood for showing her and her husband the ProMaster. She is concerned, as they are older that they are not going to have vans or vehicles readily available that might be able to accommodate them. There are two different configurations of wheelchair and scooter, and they hope that another van besides a cutaway, is found because there are two people in wheelchairs and scooters that travel together at times. The steps in the ProMaster are very dangerous because of balance so she hopes they are able to modify that so it's a little bit safer.

Member Shah stated it was very difficult to find a vehicle that meets everyone's needs, but he hopes there are different types of vehicles like cutaways, ProMasters and minivans so people can have some variety to choose from when using the service.

#### RIDERS GUIDE UPDATE

Matthew Avancena gave an update on this by stating that staff expanded on some of the definitions and clarified additional information that is already in the Rider's Guide. He went through the edits made.

#### MEMBER DISCUSSION

Member Wilkins stated that having her fare out while getting on the ride is very difficult for her because she has a walker. and it's hard for me to carry change and use the walker at the same time. She asked if she could get an accommodation to pay the fare once she is already seated. Mike Greenwood responded that it is considered a reasonable modification that should be accommodated by the driver right there at the scene. It shouldn't require a bureaucratic process

to go through customer service to get that approved.

Chair Hagen stated that this could be a driver training issue and needs to be a reminder to contractors to make sure that their drivers are flexible and reasonable.

Member Hudson asked if the riders guide going to be revised again before the Olympics because that three-week period for visitors may need to be revised, especially during special events like the Olympics. Matthew Avancena responded that they do periodic updates to the riders guide, and they don't go more than four years in between to do that.

Member Cabil thanked them for this report and asked when these changes would be effective. Matthew Avancena responded that the update has been done and it is available on the website. If any members or anyone in the public wishes a paper copy, they can mail that out as well. Member Cabil asked if there were any updates about the weight capacity they can carry in a vehicle. Matthew Avancena responded that there was a clarification made on the dimensions under user mobility device.

Member Bauer asked if riders should expect rides to be the same length as a bus or a train. His rides 10 years ago Access was two and a half hours and it has not been increased to three and a half hours, which is a significant change.

Chair Hagen hopes there is an update on lost and found and on how to contact the drivers when getting a ride. Her biggest concern right now is that the rider's guide isn't available in audio format. Matthew Avancena said that timeline is still open depending on how many volunteers the Braille Institute can get to read the Riders Guide since staff are not available to do it themselves.

#### WEST CENTRAL RFP PREVIEW

Rogelio Gomez discussed the scope of work for the West Central Region. They are bringing it back for feedback from the CAC as a final step for the committee. They use the most updated scope of work to make changes to. Some examples of recent changes added are one call resolution for ETA calls and rider-to-driver communication.

#### MEMBER DISCUSSION

Chair Hagen asked for a rundown on input that has been added already. Rogelio Gomez stated that the feedback received so far is driver communication with riders, what type of vehicles they are entering when arriving for a pickup. Second one, if a rider is called for a no-show, and the rider indicates that they are outside waiting for a driver, basically give them more time until the driver and the rider make connection. Third one was riders receive an automated call notification. And then lastly, receiving a text message with a confirmation number once a reservation is booked was the last one that was mentioned in our meeting.

Chair Hagen asked if there were any service animal issues that could be improved upon.

Vice Chair Lantz stated that an issue that came up in the subcommittee was that people were worried about where the animal would sit if they're sitting on a seat and there's a step below them.

Member Goeman stated she has a situation that when traveling with a dog that sits in her lap and her dog isn't able to sit on the step because she slides. The material that the steps are made of seems to be slippery for the animals. She has seen some guide dogs in the new vehicles who have a lot of problems with the stairs.

Member Johnson asked if there were limitations on the size of the service animal riding in the ProMaster. Mike Greenwood stated that the issues brought up in the last 10 minutes were policy related. The RFP is not going to take effect until late October of 2026 which is a year and a half away. They are working on some of these items currently because they are of a more pressing nature. The service animal issue and where they can sit in the ProMasters is a perfect example of a policy issue that needs to be addressed in the short term, not the long term.

Mike Greenwood stated that this detailed topic would require a more in-depth discussion to get to the bottom of. I don't think that's something they could answer at the CAC level for now. Mike Greenwood said they could look into it but can't incorporate that into the West Central scope of work that's being released in July. These are issues they could discuss in the Operation Subcommittee and at some point have a recommendation for addressing these issues at a policy level. Chair Hagen asked about the audits and how they were handled.

Member Barron asked when they could discuss same day service. He also asked if they could create a sort of rewards program for good riders. He added that they could discuss partnering with food delivery services such as Grubhub and DoorDash which would limit the trips to the store for Access riders and the amount of weight that drivers have to lift by waiving the delivery fees through Access.

Member Hudson asked if whoever bids on the West Central's contract would be open to a same-day pilot. She asked in the new contract if they would be willing to work in tandem with that kind of ride-share service for when it's high traffic times especially during the Olympics or other events. Rogelio Gomez stated that there is some verbiage in the scope of work that specifies that they're able to use subcontractors, that also would include TNCs, so that's already included. Mike Greenwood responded that same day service requires Board member approval and budgeting, so he doesn't see it added to the RFP at this time. As far as food delivery service, they are investigating a possible process with Instacart.

Member Barron asked if they could add a few more stores to the list of research, like Sam's Club, Costco and Walmart. Mike Greenwood responded they are investigating different retail locations that might be able to partner, whether it's simply grocery stores or if it would be expanded to include drug stores.

## OFFICER NOMINATION SUBCOMMITTEE

Matthew Avancena asked for volunteers to form the officer nomination subcommittee because the terms of the current Chair and Vice Chair are about to end. The nomination subcommittee will require at least three volunteers, but no more than five CAC members. Their primary role is to reach out to fellow CAC members and ask them if they would be interested in running for any of the open positions. He pointed out that the CAC last year passed a bylaw change whereby if no other member is interested in running for a Chair or Vice Chair, the current officers could continue to serve.

Volunteers: Member Almalel, Member Shah, Member Hudson

Chair Hagen asked for a motion to approve the three volunteers for the CAC Officer Nomination Subcommittee.

Motion: Member Padilla

Seconded: Member Goeman

Motion: Passed

## OPERATIONS REPORT

Alicia Posada presented this item. Some highlights were that Access added a new stand sign at California State University Dominguez Hills. The stand sign information has been shared with all Access call centers. The Stand is located by the Cal State Dominguez Hills Innovation and Instruction Building on Dominguez Hills Parkway. Access Operation Service monitors performed outreach at another three high trip generating locations throughout Los Angeles County during the month of May.

## PUBLIC COMMENT

Fernando Roldan asked staff to include shared rides in their reports because he would like to know how many people complain about shared rides. He suggests they add this to see the length of rides in order to be able to improve service in the future.

## MEMBER COMMUNICATION

Vice Chair Lantz thanked all members for their hard work, especially on the subcommittees. She really appreciates everything that Access does, and she welcomed the two new members, Jonna Wilkins and Steve Bauer.

Member Almalel thanked everyone who's participated in all their diligent work. She extended a warm welcome to the new members. She is always appreciative that she can ride Access to go to work and feel safe. Being disabled it's hard to ask for help, but Access makes it easier for her.

Member Barron welcomed the new members and thanked everybody for listening to their ideas.

Member Padilla thanked everyone for their presentations. He looks forward to them discussing same day service in the future.

Member Cabil greeted everyone by stating she hopes for everyone's safety and for any who may be experiencing any losses and griefs during this troublesome period. She would like to share a special documentary film about chaplains with them in the future. She will send out a flyer for some events for the Access for All USCC, which is a physical disabilities group, meeting from 10 A.M. to 12 P.M. online with the Department of Health. Later that day, from 1:30 to 3:30, she co-chairs the Cultural Competency Committee as well. She welcomed the new CAC members.

Member Goeman thanked all the presenters and wished everyone to stay safe out there. She also congratulated the new CAC members.

Member Hudson thanked everyone for making the work possible. It is a very fulfilling place to be because of their positive attitude and acceptance.

Member Johnson thanked everyone for their reports, and she is so grateful to the Access CAC committee because there have been so many issues addressed.

Member Wilkins is so impressed with the service and thanked them for the opportunity to make her voice heard.

Member Bauer is thrilled to be part of the CAC committee and it's obvious from responses he got from staff that they were being listened to, and he looks forward to future meetings.

Chair Hagen stated she is very proud to be a part of this group. It reaffirms what they are doing and what a great group of people are present doing this work. She told the new members that they will be having an orientation, and if they are interested in joining any subcommittees they are welcome to do so. She thanked staff and all those who participated in the meeting.

#### FUTURE AGENDA ITEMS

Chair Hagen asked they add, the Olympics visitor pass as a point of discussion during their rider's guide subcommittee as an issue to modify. She also asked they add "responding to no-show" as a future agenda item. She asked they also discuss the weight and size limit on the rider's guide as a future agenda item.

#### SUBCOMMITTEE UPDATES

Susanna Cadenas gave the CAC customer service subcommittee by stating that they had discussions regarding Access' frequently asked questions on the website. The next CAC customer service subcommittee is scheduled for Wednesday, June 18.

Rogelio Gomez stated that the operations subcommittee met on Wednesday, June 4th. We had a productive discussion on the West Central region scope of work and the package policy.

Eric Haack presented on the video communications subcommittee by stating they have a drafted script for a video on how to avoid a no-show. Before the script is passed to Access' marketing team to start drafting a video component to this script, that team needs a final copy of the script. Most of the members of the subcommittee seem to approve the script as written but are waiting to send it over to the marketing team in case anyone wants to provide additional comments. The video communications subcommittee will be moving from the first Monday of the month to the first Tuesday of the month at 1:30. Lastly, at a previous CAC meeting, there was a vote to create a new subcommittee, a technology subcommittee to discuss technology as to how it can help persons with disabilities and customers of Access. That group will take place later this month on the fourth Tuesday of the month on June the 24th. It includes himself as an Access representative, as well as former CAC Chair Dina Garcia.

Matthew Avancena stated the goals retreat subcommittee met last week and they will be going through the recording to catch all the comments and all the suggested goals that the subcommittee should work on for this next year. And lastly, the member attendance subcommittee will have their first meeting this Thursday.

#### ADJOURNMENT

The Chair asked to adjourn the meeting. Member Hudson made a motion and Vice Chair seconded. The meeting was adjourned at 3:28 p.m.