

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, July 14, 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/82084489600)) –
<https://us06web.zoom.us/j/82084489600>
Dial In - 888 788 0099 (Toll Free) or
669 900 6833
Meeting Number – is 82084489600
***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 June 9, 2026	Action	5-13
10	3.	General Public Comments	Information	
5	4.	Board of Director's Report	Information	
10	5.	Executive Director's Report – Andre Colaiace	Information	
10	6.	Future Agenda Items - Yael Hagen	Information	
8	7.	Member Communications	Information	

10	8.	Subcommittee Updates -Eric Haack, Mike Greenwood, Matthew Avancena	Information
8	9.	Operations Report - Kristy DeHaro	Presentation
10	10.	World Cup Update - Mike Greenwood	Information
8	11.	Suggestions for Webinar Topics - Eric Haack	Information
8	12.	Community Meeting Topics - Randy Johnson	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 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."

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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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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 9, 2026

1:00 pm - 3:15 pm

CALL TO ORDER

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

CAC Members Present: Chair Yael Hagen, Vice Chair Terri Lantz, Jan Johnson, Bhumit Shah, Wendy Cabil, Scott Barron, Kimberly Hudson, Maria Skelton, Maria Aroch, Steve Bauer, Jonna Wilkins

CAC Members Not Present: Olivia Almalel, Gordon Cardona, Jesse Padilla

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Barrett Tate, Susanna Cadenas, Hector Rodriguez, Mayra Perez-Calderon, Anthony Santiago, Alex Chrisman, Thomas Lee

Guests Present: Catherine Vollmer

REVIEW & APPROVAL OF MINUTES OF MAY 12, 2026

Chair Hagen asked for a motion to approve the May 12, 2026, minutes.

Motion: Member Hudson

Second: Member Wilkins

Abstention: None

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that there are too many questions asked by the CAC members and he thinks they should try to shorten the meetings. As a member of the Metro Accessibility Advisory Committee, he invited them to join the meeting that Thursday at 1PM. They recently had their primary elections, and most of the bus companies, especially Metro, provided free services on Tuesday. For future elections, he asked that Access provide free services to riders.

Lisa Anderson made a public comment by stating that for people who live in San Jose they have meetings every other month for people.

Mel Bailey II made a public comment by stating that he agrees with the free rides or complimentary rides as it relates to voting. He was informed they only offered them during general elections, not the primary elections. He hopes this will change in the future.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that they are part of the national coalition of transit agencies and disability groups that are working to modify federal drug and alcohol rules to make it easier to use TNCs like Uber and Lyft and various paratransit and microtransit services. Last month, they heard a representative from the administration talk about how they are intent on modernizing the regulations. They recently got some good news that Congress passed the Transportation Reauthorization Bill. That includes funding for roads, bridges, transit, rail, and various safety programs, generally a 5-year bill. It's called the Building Unrivaled Infrastructure and Long-Term Development for America's 250th, the Build America 250 Act. There was a draft bill language that talked about a special rule for certain transportation services. This language would be exempt from drug and alcohol testing. The advantage of it becoming law is that the industry will have a certain standard that they can build programs around. The problem in the past was that the FTA and DOT would consistently change the various requirements of the program, so it made it difficult for transit agencies to plan programs around TNCs and taxis. It still needs to pass the Senate and be signed by the President. The budget would have been approved in June by the Metro Board but it is going to be dark in June because of the World Cup, so the budget's now going to be heard in July.

PUBLIC COMMENT

Fernando Roldan made a public comment by thanking them for working with Metro on those projects. The 250th anniversary of USA was coming up, and he recommended they focus on those events as there will be a lot of activities.

MEMBER DISCUSSION

Member Hudson asked if the bill for the TNCs gets approved, if the drivers would get any additional training on how to deal with riders with disabilities. There are many who feel uncomfortable using TNCs. Andre Colaiace responded that they must provide the customer with a written or verbal explanation detailing the differences in the alcohol and controlled substances testing requirements among the available transportation

providers. There is an idea of informed consent that a number of agencies around the country want to be able to use these assets for various transportation purposes. He believes that a customer should be consenting to receiving an Uber or Lyft and should be given the information that they need to make that choice. Under no circumstances would someone who is not comfortable taking an Uber or a Lyft be sent one. It would be similar to the pilot program that they had in the past. Member Hudson confirmed the TNCs would not be getting any additional training, per se. Andre Colaiace responded they could have different agreement with Uber and Lyft but there is some resistance to a lot of additional training. They would have to have a conversation with those entities in the event that the law got passed.

Chair Hagen stated that maybe they could have the TNC drivers watch a video in lieu of training. Andre Colaiace responded that they already have to watch certain videos, but they could require it or ask for enhanced training. The demand for paratransit is growing around the country, and they're going to need every available driver to help at some point and this would give transit agencies more flexibility.

Member Wilkins asked if they would call to make a ride with Access, and they are in a walker, would they not be guaranteed a van or a car or an actual Access vehicle, and would send a DNC anyway. Andre Colaiace responded that if they put a program together, they'd only be sent a TNC if they agreed to receive one. According to surveys they have conducted, 56% of Access customers are comfortable using TNC's so there are riders that would use them.

Chair Hagen asked what they could do to lend their support and who they could contact. She was told they could contact their elected representative congressman, or senator since it's a federal bill.

AI AGENT DEVELOPMENT

Susanna Cadenas and Thomas Lee introduced an enhancement they are developing for the customer service phone system. They explained how it's intended to improve the customer experience. They are bringing this to the CAC committee for feedback as development continues and when riders call the Access Customer Service line, they're met with various options to select from, so they can reach the right type of assistance. These options, or queues, include option 1, which takes them to the reservation line, where you can book, confirm, or change trip details. The AI Agent would help connect them with an AI assistant and help them instead. It will be used to improve accessibility without replacing CS agents and by doing this, the system will help reduce wait times. They can also be helped outside of business hours.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that this could be a really good thing. In regard to the languages that are provided, would it only be in English, and are they

going to include all of the languages that are used in LA County. Secondly, for those that are visually impaired, will there be a push-button response, or is it going to be a verbal response to the AI. He volunteered to test out the pilot program and give feedback. He asked if it would have personalized information, such as ETA and time of appointment. He asked this because sometimes if they try to call the region, they are on hold so long trying to just get information from the riders. He has addressed the pop-up messages in the app so he hopes they don't have this issue.

Fernando Roldan made a public comment stating that they should remember that LA has a lot of Latinos, Asians, Armenians and many other nationalities. There are also those riders that have speech impediments, and how AI would react with people who have mental disabilities. They must be very careful of how AI is being used with people who have mental problems.

Lisa Anderson made a public comment by asking if they have the same experience if they have a speech impairment. If someone speaks different languages, like Spanish, Japanese, Chinese and how will they be able to help the customer, and especially for the person who's visually impaired. Sometimes they get frustrated with the CS system.

MEMBER DISCUSSION

Member Hudson stated that as a person with a mobility impairment, they have had some trouble with AI assistance, in other applications because she can't type fast enough. Therefore, she loses her place in the line, because the system thinks that she has hung up. It has been frustrating for her but she does see positive, uses for it. Susanna Cadenas responded that this system will have voice assistance and it will then register that and render a response. She added that they have talked about people with speech impediments or are non-verbal, so that is something they're working with, and the testing will help develop that.

Chair Hagen stated that one place where people will get frustrated the most or need assistance would be when they need help from the OMC. The OMC is a time-sensitive service and she would rather talk to a representative. Susanna Cadenas responded that using AI would only be an option and it will not be forced upon anyone. At any time, if they want to speak with someone at OMC, or a live representative they could just say that. There will be an option in the queue asking if they would like to use the automated system for help and then they could use it then. They don't have to use it.

Susanna Cadenas stated that they developed an English and a Spanish assistant and if need they will transfer the call to LiveAgent, and then they will get a translator on the call for that person. Other languages will be added as well. Chair Hagen added that a live agent could help them in contacting someone from a different language if needed.

Member Hudson stated that one of her frustrations with the online reservation system is that you have to have already gone to a location for it to be listed. She asked if there

was a way that the AI assistant could bridge that gap. Susanna Cadenas responded that the AI agent will be strictly on the customer service number, so it won't be available on the reservation side. It will not be scheduling trips for customers.

Member Hudson asked what it will be doing, just helping people with complaints, and applications. Susanna Cadenas responded that it would help with general inquiries, questions, help with applications, and any requests for mail fulfillments. Chair Hagen stated that Mel Bailey would like to try out the pilot. She added that the following CAC members would like to participate: Yael Hagen, Kim Hudson, Gordon Cardona, Maria Skelton and Bhumit Shah.

FY2027 DRAFT BUDGET

Hector Rodriguez stated that he received ridership estimates from a company called Hollingsworth Consulting. They switched to them a couple years ago, and he works with them closely every year, starting in June. They gave them data in terms of things that change, and they've been pretty accurate.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that the Accessibility Advisory Committee was that Thursday. He wanted to invite Access to go talk to them so they can work together. Since they are getting a new building in the Antelope Valley, he isn't sure if that's part of the budget or not but they need more extensions and more cooperation with other bus companies.

Lisa Anderson made a public comment by asking what the percentage of people who are visiting LA County versus the different counties.

MEMBER DISCUSSION

Member Hudson expressed her support for the increase for the budget and asked if there was a line item in the budget to request funding for a same day pilot, because that is a recurrent issue for Access riders. Hector Rodriguez responded that they do not because the cost would increase and the budget doesn't allow for it since it is very limited. Member Hudson stated that it was unfortunate.

Chair Hagen asked what kind of advocacy CAC members can do to ensure that the budget that they get from Metro matches the needs of riders. Hector Rodriguez said he will speak with Andre Colaiace and give her a call back because they should probably discuss this at length.

Chair Hagen stated that the issue of building yards and facilities throughout the county will come with a cost. This will not only save an enormous amount of money going forward but will also make the system a lot more reliable in the sense that there will be

higher competition. She believes there will be more ability to make sure that operation is seamless. Access will be able to keep the cost steadier because that's one of the huge expenses. That a new contractor or an existing contractor is paying for the facility and paying rent.

Hector Rodriguez agreed that the acquisition of operating facilities is to provide long-term viability for the system. Every transit agency that he knows of controls their facilities, and it may also be easier to acquire a piece of land today, given the way population's growing. Costs are going up, with small miles on the vehicles, because they're further away from their base. Quality and reliable service day in and day out is a benefit of this. Chair Hagen stated that this is building up to having a same-day service eventually in the future.

OPERATIONS REPORT

Barrett Tate stated that Access conducted outreach across LA County with the locations, ranging from East Valley Adult Day Healthcare, Daylight LA Adult Day Healthcare, Kaiser Permanente, and the Lincoln Learning Center. Later in the period, the operations team visited the Lancaster Adult Day Healthcare, West LA Veterans Administration, and the Center for Healthy Living. Combined, these locations had riders arrange 12,305 trips from these locations throughout the calendar year thus far. They have two new stands at Cal State Long Beach, specifically stand number 7 and number 8. Stand 7 is located on the north side of campus, off of Miriam Way, in parking lot G11, next to the Walter Pyramid parking structure. Stand number 8 is located in front of the design building on State University Drive and Duke-Meigan Way. He shared that Access has awarded the new West Central Region RFP to California Transit. The contractor responsible for the Santa Clarita region is Santa Clarita Transit, and they have been awarded a contract extension for one year. They released an updated safety bulletin from the safety team in operations regarding the proper usage of the speed settings on mobility devices. This is intended for drivers to communicate effectively and ensure the safety of all on the vehicle when boarding and alighting. They are continuing to meet with LA County, FIFA and SoFi Stadium representatives to assist in transportation efforts to and from the events this June. The enhanced service offered by Access for these events will be three fixed-route shuttles from Pierce College, El Camino College, and the LAX Hotels area. Access have also been meeting with the LA-28 committee members to prepare for the coming Olympic and Paralympic Games. This June and July, LA is going to host 8 matches at Los Angeles Stadium, typically referred to as SoFi Stadium in Inglewood. He is advising that when scheduling trips, riders should allow extra time to travel and to get into the stadium. It is recommended that they schedule their trips to the match to get there at least 3 hours before the scheduled kickoff time. Access has implemented its communication plan that includes messages on the reservation hold line, the info line, where's my ride, as well as the website.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that his main concern is on-time performance is a bit down, and that needs to be fixed.

MEMBER DISCUSSION

Member Wilkins asked that concerning the Access drop-off stands, and they would be able to add one to a new building at a Medical Center off Slauson. She saw some Access vans there and she was asked by her doctor if she would like volunteer to be involved in reviewing this Access stop but hasn't heard anything. Barrett Tate responded that they could look into that specific location at the Achievable Business Center off of Slauson.

Member Barron asked about speed control, for riders. Barrett Tate responded that they have an updated safety bulletin, advising drivers to communicate a little bit more effectively regarding the appropriate speed and to set it to the lowest setting when boarding and alighting the vehicles. Member Barron responded that a wheelchair is an extension of the person, and the person should be allowed to drive at the speed they're comfortable with. For instance, he always drives his chair on high, because he is able to control the pressure with his hand, so he can go faster or slower with his hand.

Chair Hagen added that depending on if they are going up or down a ramp that changes the speed of the wheelchair. It can be a safety issue if they comply and can't control their chair the same.

Rogelio Gomez stated that they only advise the rider, but it's the rider's discretion whether they do that. Chair Hagen responded that when they advise people, then people want to comply, to do the right thing and they may be putting them in jeopardy. She recommends they say, adjust your speed instead of that.

OFFICER NOMINATING SUBCOMMITTEE

Matthew Avancena asked for volunteers for the nominating subcommittee to elect Officers for the next fiscal year per the Bylaw requirement. The current officers are Yael Hagen as Chair, Terry Lantz as Vice Chair. If nobody volunteers or is interested, they can continue to serve as officers so long as no one is interested in running. However, it does not preclude staff from forming the nominating subcommittee. Kimberly Hudson made a motion to form a nominating subcommittee and Steve Bauer seconded the motion. This item will come to the CAC at the next meeting on how to proceed.

MEMBER DISCUSSION

Member Hudson asked if she was interested in shadowing the Chair and Vice Chair to see what it entails to do these positions. Chair Hagen asked if Matthew Avancena could

include her in the next agenda planning meeting.

FUTURE AGENDA ITEMS

Member Cabil recently learned from an Access rider that the Metrolink schedule has lost a couple of lines which means they will be negatively impacted. She would like to see if they could have a discussion on the impact of this with riders. She must get up super early to get anywhere now and the last train to come back to Antelope Valley is 7:39pm.

Member Skelton stated that a celebrity reached out and asked how he could partner with Access to offer free rides for riders for his birthday that is in November. He said that instead of getting gifts, he wanted to give back to people, and she told him about Access. She would like to know who would be able to help her with this.

MEMBER COMMUNICATION

Vice Chair Lantz thanked Access staff for their assistance and cooperation with the CAC, especially in the subcommittee meetings. They always take the time and patience to deal with some tough subjects, and they have gained something from them. She thanked the members who serve on those subcommittees and stated that a lot of the work that CAC does gets done is in those subcommittees.

Member Barron thanked Access staff for working with them and listening to their suggestions and trying to make positive changes. He knows the World Cup is coming up, and it's going to be some tough coordination, so just be safe and be patient.

Member Cabil thanked the Access Family, for their support and prayers. She is staying connected with them and the community. She is thankful for the Antelope Valley Senior Center in Lancaster. She just learned that June 15th is World Elder Abuse Awareness Day and it's a global initiative observed annually. Officially recognized by the United Nations, it serves to voice opposition to the abuse, neglect, and financial exploitation of older adults. The day unites communities worldwide to promote a better understanding of elder abuse and to advocate for the rights, safety, and dignity of seniors. She thanked the Personal Assistance Service Council for spreading awareness about abuse and bullying and protecting ways to protect ourselves.

Member Hudson would encourage anyone listening or any of the CAC members who are currently a recipient of IHSS, and Medi-Cal to contact the governor, and state representatives, because the current budget has some new asset limits. They are estimating that up to 250,000 people in LA County may lose their benefits if these budget changes go through. If they are interested in more information, they can contact PASC, or herself or go to the governor's website and leave a comment.

Member Bauer appreciates the work that IT and the CAC have put in for the website and mobile app, especially with using Voiceover.

Member Skelton thanked the CAC for going above and beyond in bringing knowledge to everyone. It's greatly appreciated, and she is happy to be a part of the CAC. She was contacted by a newspaper who wanted to do an article on Access so if she could speak to someone, that would be great. She is also part of a baseball team and would like to ask if Access would like to be involved in any way. Maybe by donating t-shirts. A rapper contacted her to work together on several events.

Chair Hagen wished a happy birthday to Matthew Avancena, Dina, and Jojo. She thanked staff once again and everyone who took the time to make public comments.

SUBCOMMITTEE UPDATES

Eric Haack reported that at the Technology Subcommittee had 4 discussion points, mainly related to the Where's My Ride app, alerts, indicating difficulty connecting with the Where's My Ride server, or vehicle movement issues, being able to see the progress of the vehicle in the app. The listing of ProMaster vehicles, perhaps as sedans and not as vans in the app, and the inability to receive information through screen readers, was another topic that was discussed. The IT team was at the meeting and were available to respond to some of these questions. The Video Communications Subcommittee has not met since the last CAC meeting. At the May 5th meeting, a decision was made by the subcommittee members to move the future meetings of the subcommittee to the third Tuesday of the month.

Matthew Avancena reported that the Goals retreat subcommittee has not met in a while, and he will be bringing this to the attention of the members of that subcommittee, so they can finalize the topic. They decided to have a special a training session, instead and the topics are yet to be decided. The New Member Selection Subcommittee has one vacancy and if they know anyone who is interested in joining the subcommittee, please contact him.

Mike Greenwood reported that both the Operations and Vehicles subcommittees are not meeting in June. They have already been scheduled for early July. The next operations subcommittee meeting will be on Wednesday, July 1st and July 6th.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Cabil made a motion and Member Aroch seconded. The meeting was adjourned at 3:02 p.m.