

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 10, 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/87674341371>

Dial In - 888 788 0099 (Toll Free) or

669 900 6833

Meeting Number - is **87674341371**

\*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 May 13, 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.	Draft FY 2026 Budget - Hector Rodriguez	Presentation	
8	7.	Riders Guide Update - Matthew Avancena	Information	

10	8.	West Central RFP Preview - Rogelio Gomez	Presentation
10	9.	Officer Nomination Subcommittee - Matthew Avancena	Action
10	10.	Operations Report - Alicia Posada	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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*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.*

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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  
May 13, 2025  
1:00 pm - 3:15 pm

**CALL TO ORDER**

Chair Yael Hagen called the meeting to order at 1:06 p.m.

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

**CAC Members Not Present:** Kimberly Hudson

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Jessica Volanos, Kristi DeHaro, Rogelio Gomez, Susanna Cadenas, Karen Gilbert, Alex Chrisman

**Guests Present:** None

**REVIEW & APPROVAL OF MINUTES OF APRIL 8, 2025**

Chair Hagen asked for a motion to approve the April 8, 2025, minutes.

Motion: Member Padilla

Seconded: Member Johnson

Abstention: Member Goeman, Member Cardona, Member Shah

Motion: Passed

**GENERAL PUBLIC COMMENTS**

Ernesto Jauregui made a public comment by stating that he is speaking on behalf of Patrick at the Eastern Los Angeles Regional Center. He asked if there was a possibility for training to be provided on Access eligibility and general information for their ELARC individuals or if they could be connected with the contact that would be able to provide that.

Andrea Wingreen made a public comment by stating that last month she was involved with a Silver Ride and she was picked up on time. There was a second and third

passenger picked up. The third passenger arrived in a wheelchair, and it was motorized but the driver wasn't informed of this so he couldn't put the passenger on the vehicle. She asked if there is a chair involved shouldn't the drivers be aware of this, so they pick them up with adequate vehicles.

Fernando Roldan made a public comment by asking if Access should start changing the rules on when making the reservations if they could stop asking repetitive questions to things that should already be on file. The second thing he recommended was whether they could get short reports for the CAC on Metro since he is part of that Board.

Lisa Anderson made a public comment by stating that one of the passengers was very rude to her because she was taking a long time paying for her ride with her debit card. She even started cussing at her. She also thinks drivers need to be trained to make sure that they follow the traffic or they will get into a severe accident one of these days.

Jonna Wilkins made a public comment by stating that she was left in a vehicle with the engine running and she felt very unsafe in the vehicle. That is not something that should happen.

#### BOARD MEMBER REPORT

No Board report

#### EXECUTIVE DIRECTOR'S REPORT

No Executive report

#### APPOINTMENT NEW MEMBERS TO CAC

Matthew Avancena stated that they interviewed three applicants for the two vacancies. The subcommittee deliberated on two occasions and discussed the strengths of the applicants, and they also scored the applicants based on a rubric that has been predetermined by the subcommittee members. They then made their selection and decided on Jonna Wilkins and Stephen Bauer. The first step is for the CAC to approve Ms. Wilkins and Mr. Bauer to join the CAC. Then staff would need to take the invitation to the next Board of Directors meeting on May 27, for a formal ratification of their membership.

Vice Chair Lantz asked for a motion to appoint Jonna Wilkins and Stephen Bauer to the CAC board.

Motion: Vice Chair Lantz

Seconded: Member Almalel

Motion: Passed

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he has applied a couple of times to the CAC board with no response. He asked for better preparation on getting new members, because he doesn't see these openings on their website. It would be great if they could touch on the rules of how to become a CAC member, what are the requirements.

Lisa Anderson made a public comment by asking how long the terms are because she will be moving soon but was interested in knowing how long the terms were.

## MEMBER DISCUSSION

Chair Hagen congratulated both Jonna Wilkins and Stephen Bauer for their nomination. The next step would be that this motion goes to the Board for approval.

## ESTABLISH AD HOC MEMBER PARTICIPATION SUBCOMMITTEE

Matthew Avancena presented this item by stating that the bylaws require that members attend CAC meetings on a regular basis. At any time if a member misses three or more meetings, which could trigger an action according to the bylaws for their removal. This has not happened in the past because things may come up, people get sick. The first step is for the committee to vote to form an ad hoc subcommittee to discuss this issue. It would need to be formed with a minimum number of three CAC members and one staff. The staff cannot be himself because it would have to be someone who is not regularly associated with the Community Advisory Committee. This is all laid out in the bylaws if anyone has any questions.

Chair Hagen asked for a motion to create an Ad Hoc Member subcommittee to discuss the bylaws regarding attendance of CAC meetings.

Motion: Member Goeman

Seconded: Member Padilla

Abstention: None

Motion: Passed

They requested 3 volunteers. Chair Hagen, Vice Chair Lantz, Member Johnson and Member Padilla volunteered for this subcommittee.

## PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he has been involved in numerous committees before and he recommends they do review and revise the bylaws because he himself has been sick when he has participated in other committees. When talking about members who miss meetings by no fault of their own,

they need to at least honor the fact that they could either give them another chance because of illness.

Lisa Anderson made a public comment by stating that she had a suggestion for the people on the committee. She asked they do an ordinance that the member can ask someone else to join on their behalf and join the meeting this way.

### MEMBER DISCUSSION

Member Goeman stated that she understands that she missed a whole year, but she has had a very rough year. She stated that Access is very, important to her. She understands if due to her being gone so much they would have to put somebody else in her place because CAC meetings need to continue. Taking care of Michael Conrad was a full-time job and it took more hours in the day than she had. She would really like to stay a part of CAC, but if it comes down that she is not a part of CAC as the committee itself, she will continue to be involved. She respects the committee's decision if they decide that her spot be given to somebody who applies and deserves to be there.

Vice Chair Lantz stated that they have never wanted to form this sort of subcommittee but do need to discuss this issue because the bylaws require it.

### WEST CENTRAL RFP PREVIEW

Jessica Volanos presented this item by stating that they were approaching the end of the contract with California Transit, who's currently providing service in the West Central region. All contract extensions have been approved by the Board, and the contract will end in October 2026. The scope of work for West Central region was last developed 10 years ago, and will be updated to reflect changes within Access, including policy changes, goals, and the Board's direction. Their next steps will be to incorporate feedback they receive from the Board, CAC and TPAC. They will finalize the scope of work and the solicitation documents to release the RFP in July.

### PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that with one of the biggest events coming up, which is the World Cup Soccer and then the Olympics and Paralympics, they also have better connections to the LAX airport and the stadiums.

### MEMBER DISCUSSION

Member Shah asked when the last time was that the contract was given to a different provider other than California Transit. Jessica Volanos responded it has been over 15 years. Member Shah asked if changing contractors as the program grows and evolves so that contractors don't get comfortable in the quality of service. Jessica Volanos responded that while going through this proposal process, they do get entries from

several different proposers, and they go through several factors to determine who would be the best fit for access and the riders. Additionally, they add things to the scope of work to improve the service. There are several factors that goes into that, so it's kind of a complicated answer.

Member Shah asked if there are outside people that join in the decision making of choosing contractors. He would like to look at the bylaws and see what policy would prevent that for not only this contract but future contracts and to see how they can work together with the Board to see how they can modify that.

Chair Hagen stated that the CAC would like to have a representation from the ridership, and if this could be discussed further. Member Shah responded that it would be great to have someone that can provide the expertise of the service throughout the contract, throughout the five-year contract history, somebody with knowledge, that uses the program, that could be able to get a seat at the table of Access, making informed decisions.

Chair Hagen asked if they are taking input that they should add to the scope of work. One example of improvements would be a better connection between drivers and riders, to minimize no-shows and confusion in finding the rider. As well as shared rides and long shared rides, but there was an improvement that was going to be implemented into this new scope of work that has to do with the connection with drivers and riders.

Mike Greenwood stated that he wanted to reiterate that the most recent RFP that was issued was for the Eastern region about two years ago. That formed the basis, or it will form the basis, for the West Central region scope. All the improvements they've made in recent years with the help of the CAC, and with the Operations Subcommittee have been factored in and are going to be part of the West Central requirements as well.

Chair Hagen asked if this was another opportunity to ask for other requirements that were not previously added. Mike Greenwood responded that that was why they were there today to get their input. Chair Hagen asked how long they had to respond or give feedback and Mike Greenwood said that they had until the June meeting.

Vice Chair Lantz suggested they bring this back at the next June subcommittee, so they have time to discuss this issue calmly. Mike Greenwood responded that if they make any change to their package policy it will take time to implement.

#### EMERGENCY PREPAREDNESS VIDEO

Alex Chrisman stated that due to the recent January firestorms and other emergencies, Access wanted to produce a video that would provide riders with some suggestions about being prepared for emergencies on board an Access vehicle and at home. This video covers many aspects of emergency preparedness, and they packed the five-

minute video with as much information as they could, based on guidance from the Los Angeles County Office of Emergency Management and feedback from the CAC over the years. This video is currently being shown at the Access Eligibility Center, the YouTube page and the Access website.

### PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that at the last Metro meeting last week they discussed installing bathrooms on some of their bus lines, new state-of-the-art bathrooms, especially accessible bathrooms. He suggested that Access rethink their strategy on emergency situations. He suggested that bathroom needs need to be implemented in a video for future reference because some riders have severe bladder problems.

Lisa Anderson made a public comment by stating that there are emergencies sometimes especially when drinking a lot of water, so some people have to use the bathroom frequently.

Andrea Wingreen made a public comment by asking Access to consider adding emergency contacts to their profiles because there might be a situation where they can't contact someone. Alex Chrisman responded that this is already in place.

### MEMBER DISCUSSION

Member Goeman stated that this was a very well-done video. She has concerns about the possibility of there being on the freeway and there's an earthquake and the drivers can't get off the freeway. Are there any plans in place to make sure that once the freeways are movable again, do they have backup vehicles come and get those clients. Alex Chrisman stated that if this is referring to an emergency that is related to serious damage to the freeways or roads, then yes. This is why they have these relationships with the County Office of Emergency Management, the Emergency Management Department of Los Angeles, which is a city department. They would be informed and request help from them.

Member Goeman asked if they could suggest they carry a mask and include it in their next video because the air quality can be bad during fires and a lot of Access clients have respiratory/breathing issues. She thinks this video has a lot of useful information for a 5-minute video. She also asked if the video is available in audio format. Alex Chrisman responded they did, and he would get an audio copy to her.

Member Johnson asked what the protocol was for a family of four, and how many shared rides they would need to have them be picked up. Alex Chrisman responded that for the purpose of the video, the family of four envisioned, is a family of four that's at home. They are not advocating for riders to try to travel with 20 gallons of water on an Access vehicle, which would violate the package policy. Member Johnson stated

that the video does give this information out, so she was wondering why. Alex Chrisman responded that this was in reference to the home preparedness part of the video.

Member Barron asked if the emergency alert system accesses their emergency contacts so they can help them make a contingency plan if they are stuck somewhere. He asked if Access sent out an alert or how that works. Alex Chrisman responded that they do have a mass notification system that they subscribe to and have used a number of times. He suggested they make sure to update their phone number, address, and emergency contact at Access. They sync that information with their mass notification system, and the Everbridge system, to send messages. They can also provide updates through reservation hold messages, through messages on the Access website, and the Where's My Ride app. They have a lot of ways, but the primary method would be the mass notification system, which can contact them by home phone, cell phone, email and text message. These emergency systems do allow them to also reach out to their emergency contacts to give them an update on a rider in case they are stuck somewhere.

Member Almalel stated that emergency contact can be updated through Rider360.

Member Padilla asked if vehicles are equipped with water. Alex Chrisman responded they are not equipped with water for the occupants. Chair Hagen stated that there is no room to store water in the vehicles for emergencies. They encourage people to bring their own in case of an emergency.

Vice Chair Lantz stated this issue was discussed in subcommittee meetings, and they even discussed having it in some sort of motor homes or something to hold water. If there is an emergency and the vehicle's stuck, having water is a lifeline for people. She does think this, and a medical kit should be in every vehicle. There is no passenger now in the front of a ProMaster so there should be room there.

Chair Hagen responded that the space in the front also competes with the space for durable medical equipment such as walkers, equipment that's already there and what the drivers bring with them as well. So that's very limited as well.

Member Almalel asked if in case of an emergency, there was a specific time when Access would step in like they did for when people needed to be evacuated before. She also asked if there was a list of suggested supplies that people should bring with them on trips and if this will eventually affect the package policy going forward. Alex Chrisman stated that when leaving a voluntary evacuation zone, they do have an emergency policy protocol where they can do same day trips. He added that if anyone knows they must evacuate early, he highly encouraged them to do so asap as to avoid any issues. He added they will only aid in emergency response only if asked to. Access is a resource that they may call upon, but they don't self-deploy.

Chair Hagen added that she disagrees because if they are going to tell people to do that and somebody's only mode of transportation to get out is Access, they should at least let them know of the voluntary evacuation and who to contact. They are going to think that they're going to have to contact 911, and that is going to put somebody in life-threatening emergency.

Member Almalel brought up the question because she had a lot of people calling her to ask she knew anything because they had loved ones that were disabled and took Access. And at some point, Access was helping when they were asked to, by the city. She doesn't know what the nuances there are and if they should call 911 or the OMC directly.

Mike Greenwood added that this was a five-minute video and in five minutes, it's impossible to address all these issues, many of which in an emergency they can't predict what that nature of that emergency would be. Chair Hagen responded that maybe the video needs to be eight minutes, and better information needs to be integrated. They should also add an intro and outro to make it clear this video was made by Access Services and make it more welcoming.

Member Goeman was happy to see they added the points on service dogs. She thought it was a very well-done video.

### FUTURE AGENDA ITEMS

Member Shah if they could talk about exit emergencies on the vehicle as a future agenda item. If somebody really needs to go to the bathroom or get sick on the vehicle, what are riders expectations. They need to work on some type of middle ground for true emergencies that don't require 911.

### MEMBER COMMUNICATION

Member Goeman stated that Michael Conrad passed away on the 25th due to a heart attack in the very early morning hours. Michael has been involved with Access since the very beginning. Michael was implemental in the issues with the Prius vehicles about not having three people in them with the dogs. He was always into wanting to make sure that Access members and the dogs were safe. He always wanted Access to continue to be better, and he strived to be the best for the 25 years that he was a part of Access as a rider and as a CAC member. He missed attending the meetings but in the past months, his health didn't allow that.

Vice Chair Lantz stated that if Michael Conrad was there listening, he would thank him for everything he has done to improve Access over the years, especially when it comes to having better conditions for service animals and better conditions for people who are partially sighted or who are blind. She knows that was always a primary interest of his and he will be missed.

Member Almalel stated that it was always hard to say goodbye. The tenacity he had for this committee that was shown to her when she started years ago, and she has always appreciated the dedication and the love and the hard work he did for those that he advocated for. He is going to be missed, but his legacy will live on with and he will be remembered for all he gave to this committee.

Member Barron didn't get to know Michael Conrad personally, but he wanted to thank Rachelle and him for being the trailblazers that they were and continue to be for future committee members.

Member Cardona, he says, "I'm so sorry. I didn't know." And he said, "I'm very sorry."

Member Aroch thanked Rachelle Goeman for her support and always being there with Michael Conrad. It was a pleasure to share with him when she was a Chair and Vice Chair with him. She really enjoyed spending time with him, and he was a wonderful advocate. He will be missed.

Member Shah didn't know him personally but extended his deepest condolences.

Member Cabil expressed her heartfelt condolences. She is extending herself to help her through the grieving process. She will remember him as his bubbly self, full of life. His positive attitude, and she appreciates all that he's contributed and that he was a great role model as an advocate.

Member Johnson agreed with everyone and is so impressed by the way he would say things very politely, very to the point. Sometimes they dreaded it when Michael Conrad raised his hand, and they'd call on him.

Mike Greenwood stated that Mike Conrad made a significant contribution representing the blind community and his interest in protecting service animals. Michael also left his mark on Access due to his long career as a vehicle mechanic. His attention and interest to making sure that their vehicles were safe and well-maintained continued.

Alex Chrisman stated that Mike was a great guy. Maintenance is a vital part of the service that so many overlook. He made a great contribution to the fire department and servicing their vehicles.

Chair Hagen stated that Mike's memory will live in all of them and they will honor his legacy, and he will be missed. He left a huge impression on all of them and thanked him for his service and diligence with Access Services.

## ADJOURNMENT

The Chair asked to adjourn the meeting in honor of Michael Conrad. Member Goeman made a motion and Member Johnson seconded. The meeting was adjourned at 3:25 p.m.