

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 9, 2026

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/86303690556>

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

**Meeting Number - is 86303690556**

**\*Please see note below.**

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<i>Time</i>	<i>Item</i>	<i>Description/Presenter</i>	<i>Disposition</i>	<i>Pages</i>
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of May 12, 2026	Action	5-12
10	3.	General Public Comments	Information	
5	4.	Board of Director's Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	AI Agent Development - Susanna Cadenas and Thomas Lee	Presentation	
10	7.	FY 2027 Draft Budget - Hector Rodriguez	Presentation	

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8	8.	Operations Report - Barrett Tate	Presentation
8	9.	Officer Nominating Subcommittee - Matthew Avancena	Action
10	10.	Future Agenda Items - Yael Hagen	Information
8	11.	Member Communications	Information
10	12.	Subcommittee Updates -Eric Haack, Mike Greenwood, Peter Stawniczy, Matthew Avancena	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 agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of*

*additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.*

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

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

**\*NOTE**

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How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: [https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html). Make sure to use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. You may also use this direct link - <https://us06web.zoom.us/j/86303690556>
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.

## By phone

1. Call the Zoom phone number and enter the webinar ID for the meeting you wish to join. Meeting information can be found at:  
[https://accessla.org/news\\_and\\_events/agendas.html](https://accessla.org/news_and_events/agendas.html)
2. Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)  
Webinar ID: is **863 0369 0556**
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.

<p style="text-align: center;"><b>MINUTES</b> Community Advisory Committee (CAC) Meeting May 12, 2026 1:00 pm - 3:15 pm</p>
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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, Wendy Cabil, Olivia Almalel, Scott Barron, Kimberly Hudson, Maria Skelton, Maria Aroch, Steve Bauer

**CAC Members Not Present:** Jonna Wilkins

**Board Members Present:** None

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

**Guests Present:** Catherine Vollmer

REVIEW & APPROVAL OF MINUTES OF APRIL 12, 2026

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

Motion: Member Bauer  
Second: Member Padilla  
Abstention: Member Cabil  
Motion: Passed

MEMBER DISCUSSION

Member Almalel made a correction on page 9 about a comment she made that was not It's just missing an R for her rides. It says he rides. Veronica Guzman-Vanmarcke said she would make that change.

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by wishing those who have families in military a Happy Memorial Day and thanked them for their service. He invited everyone

to attend their upcoming Accessibility Advisory Committee at Metro. Metro will have their terrorist training and people with disabilities are also welcome. He also asked them to continue to keep pushing for same-day reservations, because it is very important.

### BOARD MEMBER REPORT

None

### EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace announced that Theresa Devera, their former Vice Chair and 19-year member of the Access Service Board of Directors, recently resigned. Director Martin Gombert, who represents the local operators on the Board, has agreed to be Vice Chair for the time being. Director Doran Barnes remains the Chair. Other action items approved were an extension of term increase in funds for the Santa Clarita region. There was a presentation on the upcoming service provider RFP for the Northern region, which is currently served by MV Transportation. That RFP should be going out next week, and they are going to award it later in the year. They asked their peers from around the country what fares they charge for paratransit, but also how do riders pay their fares. Cash and coupons around the country are still the standard in most areas. They looked at the data and have seen an increasing number of people using their debit and credit cards on the vehicles as well. They are part of a National Coalition of transit agencies and disability groups that are working together to modify federal drug and alcohol rules to make it easier to use TNCs like Uber and Lyft and various paratransit and microtransit services. They have sent letters to prior FTA administrators. We are looking to engage with the next FTA administrator when they are appointed and are seeing some progress on this issue at the recent APTA legislative conference in Washington, D.C. The chief counsel of the FTA stated with the attendees that they will be modernizing the drug and alcohol testing rules to account for technological advancements, including TNCs like Uber and Lyft. His philosophy in general is that it's good for Access to have all possible tools available to it when they provide service, and that includes TNCs like Uber and Lyft. They used to have a pilot program but had to end it due to regulatory issues, particularly around federal drug and alcohol rules. They have done surveys of their customers and Access, which have used TNCs or are comfortable using TNCs or taxis. People with disabilities are able to choose what they would like to do and of course would not send someone an Uber or a Lyft without them choosing to do so but would like to at least offer that option. They have almost finalized the FY27 budget and it is due to go to the Metro Board in June, but they don't have a meeting until July so it will be sent then.

### PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he forgot to mention that this month is also Mental Health Awareness Month. It is important that they collaborate on

the issue of mental health with drug and alcohol, because this too affects riders.

### MEMBER DISCUSSION

Member Cardona stated that sometimes the car reader doesn't always work properly in vehicles. Andre Colaiace responded that the drivers are supposed to report those types of issues, and so hopefully it doesn't happen that frequently. They are working on a kind of mobile ticketing, part of the Where's My Ride app, so they could essentially pay for their fare on the app.

Member Shah asked what Access is doing to support HR8128 deployment of same-day paratransit services. Andre Colaiace responded that they will ask their federal advocate about that.

Member Cabil thanked Fernando Roldan for uplifting and acknowledging that May is National Mental Health Awareness Month. She asked if there was a partnership or protocol with the substance abuse departments, with this Prop 1 that Governor Newsom had passed to ensure Safety for the riders. Andre Colaiace responded they did not but did have a very small pilot program in place, and one of the basic precepts of that type of program is that theoretically, they allowed their contractors to use TNCs. They would only be sent to customers who wanted them because they take customer safety very seriously.

Member Hudson wanted to advocate the use of TNC's to help with real high-volume times for those who could use it. A person like herself in an electric wheelchair couldn't use an Uber or a Lyft office but she would like to see the option open for those that could. Andre Colaiace stated that it was to be used as overflow during times when service peaks and they will bring this back to the Board once they decide it can be brought back.

Member Padilla asked what RFP stands for. Andre Colaiace responded it was request for proposals.

Member Barron asked if they would ever consider Waymo. Andre Colaiace replied that they met with Waymo once and are trying to meet with them again. It would be an interesting partnership. They wouldn't have to worry about substance issues with them but other things instead. The contractors are going to need every available tool, and that is probably going to be some form of autonomous vehicle as well.

Member Hudson stated that she lives next to the Waymo headquarters, and she noticed that Waymo vans could be made accessible. Andre Colaiace responded their first-generation Jaguar SUV would be hard for a lot of customers to use, because it's not accessible to wheelchairs. Secondly, it's just very high off the ground. They've got a new vehicle on the streets, but it is still not accessible to wheelchairs. That is why they would like to meet with them just to talk about how they could partner.

Member Bauer wanted to mention the Same Day Paratransit Act, and he would encourage Access to look into that. It was proposed by Congresswoman Latifah Simon, who's from the Bay Area, and introduced a bill in Congress for paratransit agencies to provide same-day service. Andre Colaiace responded that this has not crossed his desk, but he is interested in taking a look and he hopes it comes with funding.

### CUSTOMER SATISFACTION SURVEY RESULTS

Manager of Strategic Planning, Eric Haack and Catherine Vollmer of Great Blue Research co-presented this item. They discussed the report on the customer satisfaction survey that Access just conducted. This is one of many tools that Access uses to determine whether the agency is meeting customer needs and expectations. This type of survey is one that Access has conducted the most often over the past decade, general customer satisfaction surveys. This 2026 survey is the third biennial survey that was conducted with the help of partners at Great Blue Research. The report is going to feature some trend data from previous surveys conducted in 2022. The General Customer Satisfaction Survey is designed to gather customer feedback on multiple aspects of Access's service. There were QR code flyers placed on Access vehicles during the course of the survey, and QR codes, and those QR codes could take respondents, again, to the digital survey. Lastly, Access's partner, Great Blue Research, also conducted approximately 300 telephone surveys of Access customers across the county. Eric Haack welcomed suggestions and a discussion from the members of the committee.

### PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he wasn't able to take the survey this time but was waiting on a call, since it is hard for him to do on a computer. He heard the average person did not complete all the questions but was curious as to what is the number of people that answered the questions. He asked what percentage of riders use Access to work, and did that work out. He asked if the employees also took the survey and if they were encouraged to do the survey. He also asked if the drivers are encouraged to attend the meetings.

Fernando Roldan made a public comment by asking if they ever got the drivers point of view in the surveys so they can do an analysis between driver and riders.

### MEMBER DISCUSSION

Chair Hagen asked how many of the CAC members received or saw a flyer on a vehicle concerning the survey. She doesn't want anyone to identify whether they participated but just if they saw anything.

Member Hudson stated that she had to actively pursue taking the survey.

Member Cabil received a call to take the survey. Chair Hagen stated that on the committee not many of them were sought out specifically to take the survey and she finds that interesting. She has used Access daily and never saw a seat drop.

Member Hudson stated that people shouldn't search for the survey and it should be more accessible. They also really need to work on the routing and pick up times. That seems to be the biggest take away from survey results.

Member Padilla asked if the survey results showed that riders saw an improvement in the routing and shared rides. Eric Haack responded that people saw positive results, but he doesn't know if it's accurate to characterize it that way. He encouraged the committee to draw their own conclusions. Catherine Vollmer added that there was definitely improvement, but they have to take into account that only people who noted some form of improvement answered those questions, so they are not looking at the full scope of all Access customers who took the survey. That's definitely where things are trending.

Member Bauer stated that he got multiple emails and texts and it was overwhelming. Catherine Vollmer stated that they want to make sure they are reaching out to everyone through some method. They do the digital first and then the phone component.

Member Shah asked how many riders there are in every county. Eric Haack responded that they have a total of 100,000 eligible customers, so about a total of 15,000 active riders. Catherine Vollmer stated they received around 1,454, and this year a bit higher than the usual average. She stated that at a certain point after over 1,000 responses the margin of error is below 3% so there is not a big difference in the survey.

Member Shah asked if they could do a sort of prompt when they called the reservations line asking them if they would like to complete the survey, they could press that option. Catherine Vollmer responded that they do that when the survey's are short not as long as the Access survey.

Member Shah asked if there were incentives like gift cards or a free ride. Eric Haack stated that they did not to pursue that option because they anticipated they would reach a statistically valid number of responses. Catherine Vollmer stated they could do a raffle approach with some surveys where they could raffle off a certain number of Amazon gift cards. They don't have the budget to give everyone a gift card.

Member Hudson added that they could give people coupons for rides. Catherine Vollmer stated that was a great idea.

Vice Chair Lantz asked what information is gathered when a person responds and what region that response came from. Catherine Vollmer responded that information is collected for each rider to make sure they know what region types they are responding from. Vice Chair, Lantz, would like to know what regions responded and whether they

responded negatively or positively to certain questions. This is something Access staff should have access to for budgeting and improving service. Eric Haack responded that they could provide that information, but it is a very long report. Maybe they can make it an addendum. He encouraged them all to look at the report he had already provided.

Member Cabil would like to get access to the PowerPoint presentation to review it at her own pace. She did receive a call for the survey, but she wasn't able to take the call at that moment. She asked if there was a way to get another call back to take the survey and they were willing to call her back. Catherine Vollmer responded that they would normally call back unless they hit the 300-survey results goal before then.

Member Almalel asked if going forward in an effort to reach more people, they could add something at the end of the survey asking what their preferred communication method is for future surveys. She asked if they could also use their social media page to promote the survey and talk about the raffle option there. Also, if they can provide a phone number or website to reach the survey if they are not available right away.

Eric Haack responded that some years ago they implemented a digital portion of the survey was on and then the digital portion turned off, and it went to telephone calls after that.

Member Hagen stated that two items were not included in the survey. The need for same-day and also specific vehicles they had questions on. She finds it interesting that the report did not provide those results and feedback. Eric Haack responded that the report is so big, it wasn't included but it was asked. He recommends they look at the full report because things like mobility devices, travel with service animals, and other issues are on it.

## MULTI-FACTOR AUTHENTICATION FOR WMR

Ruben Prieto presented this by stating that he will be speaking on the proposed security enhancement for Where's My Ride. The portal called Multi-Factor Authentication, or MFA for short. He explained that MFA was an extra step after entering your password to make sure it's really you. The idea is that even if someone knows your password, they would not be able to access your account without that second step. Many services like banks, healthcare portals, and mobile apps, use this approach today. Rider date is important and they want to be sure it is secure. This is something they're addressing now because Access recently completed a cybersecurity assessment performed by a reputable third-party firm. To ensure this approach works well for riders, they would start with a small pilot group. This allows them to test how easy it is to use and make any adjustments before expanding more broadly. The goal is to balance improving security while keeping the experience simple and easy to use.

## PUBLIC COMMENTS

Mel Bailey made a public comment by stating that on the main screen for Where's My Ride, oftentimes, there are notifications and messaging and announcements that come on and being visually impaired, it's really challenging to find that close button to get rid of it. They need to make sure that people with those issues can close those windows without too much effort.

Fernando Roldan made a public comment by stating that even if you do put security enhancements, which are necessary, there are other issues. The GPS isn't accurate and sometimes it provides the wrong arrival times.

Chair Hagen responded that sometimes Wi-Fi connectivity can affect an accurate arrival time.

## MEMBER DISCUSSION

Member Cardona asked, "do we need to do the verification process every time?" Ruben Prieto stated that you only have to do it once and then it will ask you to "remember this device". It is optional to have.

Chair Hagen asked if they are voting on this if they support it or if it will just be implemented to the app. It should be brought back to the CAC so they can vote on this authentication process.

Vice Chair Lantz stated that this is really difficult for people with cerebral palsy, or Parkinson's, or a number of disabilities that involve, involuntary movement, or shakiness.

Member Padilla asked what the letters MFA stand for. Ruben Prieto responded that it was Multi Factor Authentication.

Member Hudson does agree with what Vice Chair Lantz said but also, she had an issue with her personal data being shared by another company and it is such a headache. She also understands that it can be difficult for some to use this system. Ruben Prieto responded that this would only be for those who use Where's my ride app and it would only be a one-time thing.

Vice Chair Lantz stated that the people she works with don't use SMS because they have involuntary movement and they do not have the dexterity to respond on time and usually these app requests have a time limit. However, if the time limit could somehow be removed, it would be helpful. If there is a speech option that recognizes their voice, that could be helpful too. Ruben Prieto responded that the voice option would require a voice command or a pin pad response.

Member Cardona said, "I have technology that the code pops up on my text, but not everyone has that and that he agrees with Terry Lantz."

Member Hudson stated that she had that situation where her information was compromised took a couple of weeks to fix and it was a big hassle when it happened. She just wanted to let them know why authentication can be helpful and if it's a risk, then the authentication process is less of a hassle than solving a data breach.

Member Almalel stated that she would personally like it because she thinks they have a very vulnerable population of people who ride Access. The reward outweighs the risk of her opinion.

Member Bauer stated that it is doable to do this sort of authentications albeit difficult. He himself has been hacked before so he recognizes it's a necessity and supports this process.

Chair Hagen would have liked to this come back to the CAC as an action item so that this can be voted on. She thinks as long as there is consensus that there is ease of use, then they accept this to be implemented.

Member Johnson stated that as long as they make it easy to use, then she agrees on supporting this too.

#### AI AGENT DEVELOPMENT

Postponed

#### OPERATIONS REPORT

Postponed

#### MEMBER COMMUNICATION

Postponed

#### SUBCOMMITTEE UPDATES

Postponed

#### ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Padilla made a motion and Member Hudson seconded. The meeting was adjourned at 3:14 p.m.