

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, March 10, 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/84079547325>

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

Meeting Number - is 84079547325

***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 February 10, 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	
15	6.	Northern Region RFP - Rogelio Gomez	Information	
10	7.	Abilities Expo in Long Beach - Alex Chrisman	Information	

8	8.	Possible Training Topics in lieu of Retreat - Matthew Avancena	Discussion
8	9.	Operations Report - Anthony Santiago	Presentation
10	10.	Future Agenda Items - Yael Hagen	Information
8	11.	Member Communications	Information
10	12.	Subcommittee Updates -Eric Haack, Anthony Santiago, 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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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. 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/84079547325>
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:
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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 840 7954 7325
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
February 10, 2026
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:01 p.m.

CAC Members Present: Chair Yael Hagen, Vice Chair Terri Lantz, Gordon Cardona, Jesse Padilla, Jan Johnson, Bhunit Shah, Maria Aroch, Steve Bauer, Wendy Cabil, Jonna Wilkins, Olivia Almalel, Scott Barron, Kimberly Hudson

CAC Members Not Present: None absent

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Barrett Tate, Bill Tsuei, Mayra Perez-Calderon, Susanna Cadenas

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JANUARY 13, 2026

Chair Hagen asked for a motion to approve the January 13, 2026 minutes.

Motion: Member Padilla
Seconded: Member Bauer
Abstention: Member Hudson
Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by asking what is going to be discussed in the upcoming community meeting. Hopefully, the surveys and shared rides, as well as the new package pilot program.

Maria Skelton made a public comment by thanking the members of the CAC and Access staff for taking the time to meet with her and elect her as a new member. She looks forward to serving in the CAC.

Mel Bailey made a public comment by stating that he wanted to wish everyone a happy Black History Month. He asked that Access makes a strong push to encourage riders to attend the upcoming community meeting.

BOARD MEMBER REPORT

This report was given by Matthew Avancena. He stated the Board authorized staff to submit a draft preliminary fiscal year 2027 Budget request, of \$389,325.934 for planning purposes to the Los Angeles County Metropolitan Transportation Authority. The upcoming customer survey questions were discussed along with a presentation on a proposed pallet project for a grocery delivery service with Instacart.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that on Thursday, as a member of the AAC for Metro, it would important that someone from Access or a CAC member could participate in the meeting.

EXECUTIVE DIRECTOR'S REPORT

None

APPROVE NEW CAC MEMBER MARIA SKELTON

Matthew Avancena stated that they interviewed three applicants for a vacancy. The subcommittee deliberated and discussed and scored the applicants based on a rubric that has been predetermined by the subcommittee members. They then made their choice and decided on Maria Skelton. The first step is for the CAC to approve Ms. Skelton to join the CAC. Then staff will present at the next Board of Directors meeting for a formal ratification of their membership.

Vice Chair Lantz asked for a motion to appoint Maria Skelton to the CAC Board.

Motion: Vice Chair Lantz
Seconded: Member Almael
Motion: Passed

RIDER-TO-DRIVER COMMUNICATION ON THE WMR APP

Bill Tsuei and Thomas Lee did a presentation and shared a short video on the rider-to-driver communication for the Where's My Ride App.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that the app is unique when it

comes to texting. There are other issues with the Where Is My Red app besides the texting. Unfortunately, when he has booked a trip already, it doesn't pop up on the screen. He hopes this can be fixed.

MEMBER DISCUSSION

Member Hudson asked if there would be more training when this feature becomes available because she doesn't think a lot of people who use the app to check on their reservations or to make reservations know that this is possible.

Member Bauer stated that in the app, there's a text where you can share your location with the driver and leave a message. The map works to his disadvantage because he lives in a big condominium complex. The mapping program will not pinpoint his unit, and they can't drive to his unit either. When he makes a reservation, he makes sure to note that it is a gated community, and they do need to talk to the guard to get accurate directions into the unit but for some reason, the driver always wants to follow his GPS.

Bill Tsuei responded to Fernando Roldan's questions by stating that there is a connectivity issue from the vehicle side sometimes and the driver might not see messages. They are working on this issue.

Member Wilkins stated that on the phone she is unable to expand and make the information for her rides larger and easier to read. Bill Tsuei explained how to fix this issue.

Member Cabil asked, "I was looking to see if space was allotted to include details in the rider location. Does this exist?" This was in reference to driver notes on the app. Bill Tsuei stated that if you type notes in through the WMR, and choose the rider-to-driver communication, those messages will be shown on the other side. The driver will be able to see them.

Vice Chair Lantz asked if it was possible to do some sort of training on this. Even if there is a video they can access because a lot of people are intimidated by technology, especially a lot of seniors. Bill Tsuei responded that those videos do exist, and they will do a demonstration at the next community meeting.

Member Almalel stated that when they use the mobile app, and send a message to the driver, it is only sharing their location, but not the messages they sent. She hasn't had any success in sending messages. Secondly, when she looks at the display for the driver's manifest, it would be great for them to see the actual location in the notes to the manifest. If they could see immediately on their manifest, the exact location, it would make it easier to find the riders. She would also like to know if there was a way they could know what type of vehicle will be picking her up.

Bill Tsuei responded that for the text portion, there's a function that a driver can see. There is a feature that was provided by FiM Dispatching Solution, but he will get back to her on that. And then, as far as the location portion, he's not really sure of their system, whether they actually can translate that, but from the WMR portion, which is a separate system, which is the mobile app. They transmitted the geolocation of the coordinate to 5M for them to be able to present on the driver's side. As far as the reservation, Fion versus Trapeze, it depends on the dispatching solution the rider uses. Fion had more features, to allow text-based information coming back and forth. For Trapeze, it's not available yet. They would need to include the vehicle type as part of the parameter passing to WMR. They will work on that enhancement and put that for future release.

Chair Hagen stated that someone who's blind needs to know what kind of vehicle they're getting into, so they know if there are steps or just to being able to be well oriented.

Member Johnson made a public comment by stating that in the Where's my Ride app, the tracking she has never been able to use the messaging or tracking location. Bill Tsuei explained you can push the rider-to-driver communication, to communicate with the driver.

Member Bauer stated that there is an edit box, which he assumed was text for the driver, and then there's a button that says, share rider location with driver. Now he realizes it's sending him a map location. His question is there any way they can message them, not just send the location.

Bill Tsuei described that when they hit the button, it will actually prompt for text boxes in the center, where they can actually type in whatever the message they want to type. When they hit the submit button, that information, the text messages will be sent, along with the rider's current location based on their cellular reception.

Member Bauer stated that the voiceover will state "share rider location with driver", then you send your location to the driver. Bill Tsuei replied they may need training for drivers to make sure they know how to work the messages. They will need to do some testing on that so see what they need to improve.

Member Hudson wondered if they received a message that told them is a ProMaster or a sedan would be showing up or not. Bill Tsuei will schedule some sort of training because they need to have the developer join that meeting.

OPERATIONS REPORT

Barrett Tate gave an update on the statistics and what Access has been doing in the community. They have met with the City of Long Beach to discuss pickup and drop-off procedures for the Abilities Expo happening at the Long Beach Convention Center

from March 27th to March 29th of this year. This event is typically the biggest planned event of the year for Access riders, with hundreds of trips to and from the Expo. Access is preparing to support the event this year, which will feature a marketplace of vendors from the disability community, fun activities, workshops, and more. Access has conducted outreach across all 6 regions for this month, with the top 5 locations visited listed on this slide. These locations offer an array of services, from the vocational assistance provided at Social Vocational Services in Torrance. Desert Haven Enterprises in Lancaster, and Sunrise Adult Day Healthcare Center in Whittier. These locations have riders arrange trips originating from there over 1,400 times in the month of January. In all, these trips resulted in serving a total of 1,815 passengers.

PUBLIC COMMENT

Mel Bailey made a public comment by asking what the 12% increase in reservations was. He thinks they can be more efficient with the KPI's and can be more realistic with the statistics.

Fernando Roldan made a public comment by stating that he has seen more of a fluctuation of vehicles coming late. That means that Access Services still needs to hear from the general public concerning shared rides and he hopes they focus on this discussion at the community meeting. They need to focus on helping each other, instead of just saying that things are "policy". It shouldn't just have to be the policy of Access, but they need to know how to fix this problem. They will hear a lot of this discussion at the upcoming February 28 Community meeting. For the upcoming Abilities Expo, they should keep in mind there are riders from the Antelope Valley and Santa Clarita, to give them ability to attend the expo.

MEMBER DISCUSSION

Member Wilkins stated that she plans to go to the expo and she lives in Culver City, she hopes the drop-off locations are clear, with directions to enter the convention center to the Abilities Expo.

Vice Chair Lantz stated that regarding the negotiation of time when calling to make a reservation and not being able to get the requested time.

Member Hudson stated that because the expo is in a different location vs. being dropped off at another venue, there will be some sort of education for the riders on this.

Vice Chair Lantz asked if there will be any information on the Access website about the Expo before it happens so that people know that the location is different than the previous location since it is now in Long Beach. Rogelio Gomez explained this is something they can add to the website if they want.

Member Almalel stated that they also like to stress that I hope that there's better communication given to the contractors, so that riders call and are going to the Abilities Expo, they don't have to look for the address for the Long Beach Convention Center.

Mike Greenwood assured the CAC that staff are putting together a communication plan as well as an operational plan for the Abilities Expo. It doesn't occur until late March, so they are working on the plans, they've met with the Abilities Expo team and the City of Long Beach to review the convention center locations in person to figure out where the pickup and drop-offs will be held. They can provide a presentation at the next CAC meeting, with an update on the plans and preparations.

REQUEST FOR ADA TRAINING TOPICS IN LIEU OF GOALS RETREAT

Vice Chair Lantz requested the CAC to give them some ADA training topics in lieu of a goals retreat. They think the members would be interested in getting an ADA refresher course, and how it pertains to transportation, and what types of things they would like to discuss.

MEMBER DISCUSSION

Member Barron thinks it's a good idea, as everybody needs a refresher.

Member Padilla agreed that it's a great idea.

Member Shah asked how the ADA and other transportation entities are combined in Los Angeles County.

Member Hudson stated that if a person doesn't feel the transportation provided is not meeting what it should, according to the ADA. What do they as an individual, and then what can they do as a community of people with disabilities do, to address that. She hears that certain people complain about buses not running often so giving them the tools on how to advocate for this.

Member Barron asked they expand what the ADA can do and inform people so they know they could possibly do more. Maybe they only know about the bare minimum.

Member Padilla asked about when people call customer service regarding ADA and what is mandated by ADA and what Access does about that.

Member Almalel stated she liked the ideas she has been hearing so far. She was thinking about the things they're already discussing in subcommittees and following up on highly trafficked locations, and service to these locations.

Member Shah asked if they could find the county in the USA that has a great transit system and what they do to model and implement ADA in transportation and they can

learn from them.

PUBLIC COMMENT

Fernando Roldan made a public comment by suggesting they add more culture to the newsletters, for example, Black History month and maybe incorporating it in transportation discounts or free rides. He also suggested salary raises for drivers, staff and dispatchers.

Mel Bailey made a public comment by asking how to help navigate and deal with different individuals. He asked if someone could present at the City Council meetings, with spreading awareness of the program and the resources, but as well as employment.

FUTURE AGENDA ITEMS

Vice Chair Lantz asked the CAC members for any future agenda items they would like to be on the agenda.

MEMBER DISCUSSION

Member Padilla asked them to discuss transfers to other counties as a future item. Chair Hagen clarified if it was on how to make that transition smoother, or maybe coordinate with other counties?

Member Almalel asked them to discuss better ways to have easily accessible communication for riders. They have talked about a podcast, or something to that effect, like an Access YouTube channel. Some sort of quick reference, so that they don't have to call in and speak to someone and get different answers every time. Maybe even at the annual community meetings, they have these on vehicles, policies and procedures, just to include a wider range of the people in the community.

Chair Hagen wanted them to think about trainings that the CAC members would like to have concerning ADA, specifically in transportation and other possible topics.

Vice Chair Lantz stated she would like someone to come in and address the Robert's Rule of Order because that's something that comes up occasionally. Calling in from the community, or coming in virtually, they may not understand fully why they are not able to address certain topics.

MEMBER COMMUNICATION

Vice Chair Lantz thanked the members of their committee for their participation. It was really great to see everybody speak up. She was grateful for the great cooperation that they have had with Access staff.

Member Almalel thanked everyone who presented today, for taking the time to be with the CAC and to the audience for their participation and welcomed the new member.

Member Barron welcomed their new member and thanked everyone for being so open and their willingness to share. It really helps them as a committee.

Member Cardona says, "Happy Black History Month, thank you for your participation, everyone."

Member Cabil stated, "Thanks for acknowledging cultural diversity. Happy Black History Month."

Member Padilla thanked them for all the presentations, and for all the input.

Member Shah thanked all of the contractors and looked forward to working with everyone.

Member Hudson thanked everyone for being there today, for the presentations, and for their participation.

Member Wilkins thanked everybody for participating today. She thanked Access staff for corroborating with the CAC.

Member Bauer thanked them for their presentations and welcomed their new member. Unfortunately, he will not be joining the community meeting, because there's a conflict where he is involved volunteering with the Braille Challenge that day, which is, Southern California regional for kids learning Braille.

Chair Hagen welcomed Maria Skelton to the CAC and thanked staff and Vice Chair Lanz for stepping in to support the meeting.

SUBCOMMITTEE UPDATES

Eric Haack gave an update on the two subcommittees, at the CAC Technology Subcommittee some of the issues that were discussed were vehicle arrival notices or different regions of how "where's my ride" is used. They also discussed notifications related to ETAs, which are call-outs and app notifications, so the customers can be aware when a vehicle is arriving. They discussed the need to provide consistency and reliability across different regions, with some of the app-based services. A request was made to have a representative from IT attend a future subcommittee meeting. The other subcommittee he reported on is the Video Communications Subcommittee. The subcommittee is discussing developing a webinar. This would be a meeting which would be virtual similar to a community meeting, but it will be focused on a single topic. The proposed idea that was discussed was that this could be built around the members

of the customer representatives. They could speak about some of their tips, some of their experiences as to how to prepare for a trip, especially a long trip. The next steps are, they are going to be building a kind of PowerPoint, which will be part of the structure, to further develop this.

Mike Greenwood gave an update on the Vehicle Subcommittee. The committee was provided with an orientation on the different vehicle types that comprise the Access Fleet. The following day, CAC members were invited to an in-person touch and feel with a Ford Transit van at Access Headquarters. They had two CAC members that attended that experience and what it would be like to sit and go in a lift and be transported in a Ford Transit van. It was a prototype, it's not the actual vehicle they are considering, but they wanted to get input specifically on the lift, which would be in that vehicle. The Operations Subcommittee focused the discussion on incidents where drivers request a road supervisor to respond to the scene of an incident. They discussed different types of situations and agreed that waiting for a road supervisor does delay service. They discussed some of the reasons why it might be prudent to delay service and wait for a supervisor, as well as other reasons why it might not be prudent to wait for a supervisor. The goal is going to be to develop some guidelines to guide drivers and dispatchers in those different types of situations.

Matthew Avancena stated that the new member subcommittee met, to select Maria Skelton. The next meeting would be with the same-day subcommittee. The committee, unfortunately, could not meet last month, but they are hoping to reschedule that sometime soon.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Johnson made a motion and Member Almalel seconded. The meeting was adjourned at 3:00 p.m.