

# access

## AGENDA

### COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, May 12, 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/87553008773>

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

**Meeting Number - is 87553008773**

**\*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 April 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.	Customer Satisfaction Survey Results - Eric Haack/Catherine Vollmer (Great Blue)	Presentation	

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10	7.	Multi-Factor Authentication for WMR - Thomas Lee	Presentation
8	8.	AI Agent Development - Susanna Cadenas and Thomas Lee	Presentation
8	9.	Operations Report - Barrett Tate	Presentation
10	10.	Future Agenda Items - Yael Hagen	Information
8	11.	Member Communications	Information
10	12.	Subcommittee Updates -Eric Haack, Mike Greenwood, Anthony Santiago, 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 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."*

**\*NOTE**

The public may also participate via the Zoom webinar link or by teleconference. Please review the procedures to do so as follows:

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/87553008773>
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 **875 5300 8773**
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 April 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 1:04 p.m.

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

**CAC Members Not Present:**

**Board Members Present:** None

**Access Services Staff Present:** Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Rogelio Gomez, Alex Chrisman, Anthony Santiago

**Guests Present:** None

REVIEW & APPROVAL OF MINUTES OF MARCH 10, 2026

Chair Hagen asked for a motion to approve the March 10, 2026, minutes.

Motion: Member Padilla

Seconded: Member Wilkins

Abstention: Member Barron, Chair Hagen, Member Bauer

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he was pleased with the Abilities Expo in Long Beach. He also stated that he would be interested in being part of the grocery pilot program when it is available.

Lisa Anderson made a public comment by stating that she appreciates being able to participate in Access meetings to stay updated to what is happening.

Mel Bailey made a public comment by stating that he wasn't feeling well and wasn't

able to attend the Abilities Expo. He wondered if Access collected any information to share with the riders and if so, they could share it with him.

### BOARD MEMBER REPORT

This report was given by Matthew Avancena, and he stated that during the March 23rd Board meeting, the Board extended the Antelope Valley region service provider contract with First Transit for an additional 2 years. They provided feedback to Eric Haack concerning a strategic plan. They also received a presentation from Hollingsworth Consulting, on the ridership forecasting models, that utilize machine learning with advanced time series models, which will better position Access to meet future ridership demand. Andre Colaiace also announced Director Theresa Devera had resigned from the Board of Directors after almost 20 years of being on the Board.

### EXECUTIVE DIRECTOR'S REPORT

None

### INTER-COUNTY TRANSFER TRIPS

Postponed

### SC/ANTELOPE VALLEY TRANSFER TRIPS

Anthony Santiago did a presentation and gave an overview of Access Services Transfer Trip Service, with the focus on how it connects riders between the Antelope Valley, Santa Clarita, and other service regions. He discussed what transfer trips are, and how trips are booked. He stated that transfer trips are a premium service that connect the Antelope Valley and Santa Clarita regions with the West Central, Northern, Southern, and Eastern regions. All transfers between Santa Clarita and the Antelope Valley connecting with the other four regions occur at Olive You Medical Center in Sylmar. These locations were selected due to accessibility features, restroom availability, and adequate space for vehicles. Access will monitor the demand for the newly added Saturday time in Santa Clarita. Access will also be reviewing data with the goal of refining pickup times by going to Olive View Medical Center for transfer trips.

### PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he represents the California Employment Development Department. He is glad that Santa Clarita did expand to 8 p.m. but asks that Antelope Valley expand their bus service. He also knows that the buses don't work on certain holidays, and on those days, neither does Access so he would like this addressed with the Antelope Valley transit system.

Parras Shah made a public comment by stating that when there are transfers to Orange County, they are usually left there for their next ride, and he thinks Access services should wait for them to be picked up before leaving. He also asked that they be able to join the subcommittees because they have input to give. Chair Hagen responded that every public comment that is received is discussed by the subcommittees.

Lisa Anderson made a public comment by stating that the transfers are usually only in the LA area not out of the county.

Mel Bailey made a public comment by stating that public comments are heard here at the Access CAC meetings and he encouraged everyone to keep showing up, making public comments, and it will find its way on the agenda somehow.

Blanca Barrios made a public comment by stating that her son has anxiety and is frustrated that he has been taking very long rides of more than 2 hours on Access trips. She hopes this issue is addressed.

#### MEMBER DISCUSSION

Member Hudson asked if there was some kind of special monitoring, so people aren't left stranded when taking transfer trips. Anthony Santiago responded that they do have a starter station at Olive View Medical Center throughout the entire day, during transfer trip hours, and the primary responsibility for the starter is to monitor service, and one of their responsibilities is to ensure that riders aren't left stranded. The no-show process is still in place for transfer trips as well, which is a multi-layered process that the dispatchers followed before they approved anyone getting no showed, and that does include making a call to the rider directly with the number on file. Member Hudson added that Access Services did listen to the communities' comments and added that much requested time. They should use this time slot so that Access sees that it is being utilized.

Chair Hagen stated that there is already significant usage on that new time slot added to the service.

Member Padilla asked if transfer was guaranteed even if the first ride is late. Anthony Santiago replied that contractors will communicate with each other if a vehicle is running late to the transfer point, and they'll make necessary changes to adjust to make sure the rider has a scheduled trip to go to their next location. Chair Hagen responded that there will always be a starter person there to be with the riders and will be able to resolve any issues that come up.

Member Hudson asked if there was starter was at the McDonalds. Anthony Santiago responded that there wasn't one at the McDonalds. The trip volume doesn't justify having a starter at the Golden Valley Road and Santa Clarita Transfer Point.

Anthony Santiago clarified that the transfers happen at the Olive View point not at the McDonalds.

Member Cardon asked about the evening hours. Anthony Santiago responded that they do have transfer times in the evening at 8pm during the week, and at 6pm on the weekends. He would like to know the stats for that.

Member Almalel asked if she is making a reservation to Santa Clarita, she would be making a reservation for transfer time or a pickup. Anthony Santiago responded that the reservationists would ask what time they want to get picked up. They'll help coordinate that during the reservation call, so it depends on what time you want to be picked up to get transferred.

Chair Hagen stated that booking those trips with transfers is a very long day and process and she is thinking about having a future discussion on this.

Member Padilla asked how they would know there was someone stranded at McDonalds. Anthony Santiago responded that they still have that multi-layered no-show process in place for those transfer trips as well. Additionally, the contractors have radios in the dispatching offices, so dispatchers can communicate directly with each other via radio immediately if something comes up.

Chair Hagen asked why they would get a no-show for missing their transfer when it wouldn't be their fault for missing their ride if it was the driver's fault and the rider was on the vehicle on the way. Unless they didn't get on their ride from their pickup location. Anthony Santiago responded that they do have a two-way radio and would communicate with the dispatch before giving any no-show.

Mike Greenwood stated that they have encountered scenarios where there are no-shows on the second leg of a transfer trip. An example would be if someone is inside the building using the restroom when their ride arrives. They would be contacted to come out for their ride, so they are not left behind. Mike Greenwood responded that if that rider doesn't answer the phone and there are riders in the vehicle, then they would have to leave.

Anthony Santiago stated that there are safety nets so that they wouldn't be stranded and that is facilitated by the coordinators. At worst they will take the rider to the transfer point.

Chair Hagen is concerned about the transfer times and the coordination with that.

Member Wilkins stated that she is happy to hear there is a bathroom at Olive View and she uses a wheelchair, but she is surprised that there is no automatic button to open the door in the bathroom for people like her who need help. She has had times when she almost loses her ride because of the difficulty of getting in and out of the bathroom.

She is wondering who she should contact to make this complaint. Mike Greenwood responded that they could have the road supervisor check for her.

Member Hudson stated that the problem in those bathrooms is that they meet ADA requirements but are usually not well equipped anyhow.

Vice Chair Lantz stated that there could be an ADA complaint towards Olive View if they don't fix this issue.

Member Cabil asked if there was a time limit for the restroom's use and if the driver would wait. Anthony Santiago replied that there was no time limit.

Chair Hagen closed the discussion by stating that the transfers between Santa Clarita and Antelope Valley are very good, but they do take long. She recommends they prepare themselves with drinks and snacks but encourages them to take the trips since they are available.

#### ABILITIES EXPO: POST-EVENT UPDATE

Alex Chrisman presented the results of the Abilities Expo, which is traditionally the biggest ridership event each year for Access. This year it was at the Long Beach convention center. Access deployed a comprehensive plan to ensure the event was successful. Contractor staff briefed drivers and monitored operations closely. He gave a review of the process and experience on the days of the event.

#### PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he was very pleased and happy with the Abilities Expo. He stated that he attended the event there was a wall put up to prepare for the Grand Prix and there was no access to the area where they should have been picked up. Thankfully, they were able to stay for dinner and there was no problem with their pickup. He also wanted to make sure there were no issues with another event that is taking place at the same time as the Abilities is happening next year. Chair Hagen encouraged him to bring these concerns to the Ability Expo people since they are the organizers.

#### MEMBER DISCUSSION

Member Wilkins stated that she couldn't attend the Expo but wanted to know why it was held in Long Beach instead of LA. Alex Chrisman responded that there was construction in LA.

Member Almalel asked why the Abilities Expo was not geolocated since there was supposed to be a stand sign there and there was a drop off area. Her driver was lost and upon arrival, it didn't direct him to the event drop of area. When she was picked

up, the driver assumed she was at the convention center and she wasn't, but the GPS has been messing up her rides lately. She just wanted to be sure to mention this issue. Alex Chrisman responded that the contractors were informed of the temporary stand for this event. He will verify with them to be sure this is addressed.

## OPERATIONS REPORT

Anthony Santiago gave an update on the statistics and provided the Key Performance Indicators for each individual region. Access conducted outreach and participated in local meetings throughout the month of March. Outreach took place at locations such as ICANN California's Abilities Network in Long Beach. Legacy Commons Senior Center in Palmdale, and Golden Rose Healthcare in Pasadena. Additionally, Access attended meetings with the Accessory Advisory Committee in Santa Clarita, and the Patient Family Advisory Committee at Rancho Los Amigos in Downey. Access has begun its annual 100% driver file audit. This audit involves the operations service monitors visiting all contractor locations to audit the file of each active driver, and ensuring that continuous training is taking place, as well as ensuring that all essential driver credentials are up-to-date and present in the driver file, per contractual requirements. He shared that there were 14,726 completed trips on Wednesday, March 18th, which is an all-time high in daily completed trips.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he has had bad experiences with Santa Clarita, and they really need to fix transportation in that area. There are issues with excessive trips, and bad shared rides they need to address.

Paras Shah made a public comment by stating that the Southern region has long ride times and that's an issue that many people have been complaining about. He believes the Southern region needs a lot of work, especially on long-distance rides.

Mel Bailey made a public comment by stating that he liked the breakdown in the respective regions. It does help to see the report be more specific. He continues to speak on the 20% increase on the call time. They need to have a better system across the board as it relates to making the reservations with CSRs. He also thinks they need to know more about the procedures on speaking to supervisors.

Lisa Anderson made a public comment by stating that they should specify what kind of building their rides are arriving at, so that it is easier for drivers to go to an address.

## MEMBER DISCUSSION

Member Padilla asked what made February a peak month as opposed to the other months. Anthony Santiago responded that it was trip demand for that month.

Member Hudson stated that she and her husband usually get a cutaway vehicle, but they recently got a caravan, and it was a very tight ride. She doesn't always travel with another wheelchair user, so she doesn't want to change her trips to always get a cutaway. She asked if there was a way to assign a specific vehicle if they knew that one works better than the other. Anthony Santiago responded that unfortunately it is not something they can do.

Chair Hagen told Member Hudson to request a reasonable modification for this. She trusts Access would handle it correctly in this situation. Member Hudson is just making a suggestion and would like it to be worked on.

Member Cardona stated that he always hears on the radio that drivers can always do work overtime in the Southern region regarding the stats in that region.

Member Almalel made a comment by stating that in the Southern region, the coordination of rides with multiple mobile devices, it is up to the contractors to look at that when booking them. She has been in situations where the other wheelchair has been too big to share a space with. The contractors know that there are areas that have events and the traffic control is not good over by the Coliseum and there are no stand signs over there. There are issues to look at in that area especially with the Olympics coming.

Mike Greenwood responded that they've been trying to get stands around the Coliseum for a little bit of time but are having difficulty finding who's responsible for making that decision. The property owner does need to approve it and let them install a pole for a stand sign.

Member Cardona mentioned that is the issue they have in Long Beach at Shoreline village and it still hasn't been approved.

#### FUTURE AGENDA ITEMS

None

#### MEMBER COMMUNICATION

None

#### SUBCOMMITTEE UPDATES

Matthew Avancena stated that the development team in charge of the Where's My Ride App will be at the El Monte headquarters on Monday for those that want to attend. He encouraged the CAC to attend. Lunch will be provided. He also provided an update on the communications subcommittee that continued to work on the virtual webinar for Access customers, they critiqued existing videos for inclusivity and clarity. They

decided to develop a sample webinar script. The same day subcommittee didn't meet but they have a plan on how they would establish a same day service once funding is identified.

Mike Greenwood gave the report on the CAC Operations Subcommittee that met in March to discuss the transfer trips and resulted in the presentation they just had. The vehicle subcommittee, met with Derek Murray, who's the President of Sunset Vans, which builds the Ram ProMaster vans that they have in use. They took note of some suggestions on how to improve the ProMaster van, as well as a few things that the riders like about it. He confirmed that Sunset Vans has taken the input and are looking into seeing what they can already implement in certain vans.

Member Almalel left information about an event on April 25 and 26 at the Santa Clarita Sports Complex, held by the Triumph Foundation for the 13th annual wheelchair Sports Festival.

#### ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Hudson made a motion and Member Almalel seconded. The meeting was adjourned at 3:19 p.m.