

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 18, 2025

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/86876323241>

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

Meeting Number - is 86876323241

***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 October 14, 2025	Action	5-13
10	3.	General Public Comments	Information	
5	4.	Board of Director Report	Information	
10	5.	Executive Director's Report - Andre Colaiace	Information	
15	6.	SB 707 Update - Jason Gonsalves	Information	
10	7.	Santa Clarita Transfer Time - Mike Greenwood#	Presentation	

20	8.	Draft Customer Survey Script - Eric Haack	Presentation
5	9.	Establish Survey Script ad hoc subcommittee - Matthew Avancena	Action
10	10.	Operations Report - Gina Breceda	Presentation
5	11.	Establish Same Day ad hoc subcommittee - Matthew Avancena	Action
5	12.	Establish Vehicle Design ad hoc subcommittee - Matthew Avancena	Action
10	13.	Subcommittee Updates - Mayra Calderon, Mike Greenwood, Eric Haack, Matthew Avancena	Information
5	14.	Member Communications	Information
5	15.	Future Agenda Items - Yael Hagen	Information
1	16.	Adjournment	Action

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and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

"Alternative accessible formats are available upon request."

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2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Committee Chair calls for the item on which you wish to speak, click on "raise hand." Speakers will be notified shortly before they are called to speak. Mute all other audio before speaking. Using multiple devices can cause audio feedback.
4. Please note that the "Chat" feature is not enabled during the meeting for general public attendees. If you cannot use the "raise hand" feature, then please submit a written comment as outlined above.
5. When called, please limit your remarks to three minutes. An audio signal will sound at the three-minute mark, and the Chair will have the discretion to mute you at any point after that. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

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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
October 14, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:08 p.m.

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

CAC Members Not Present: Olivia Almalel

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Brian Lopez, Rogelio Gomez, Susanna Cadenas, Alex Chrisman

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF SEPTEMBER 9, 2025

Chair Hagen asked for a motion to approve the September 9, 2025 minutes.

Motion: Member Padilla

Seconded: Vice Chair Lantz

Abstention: Member Shah, Member Cardona, Member Wilkins

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by thanking Access staff for attending the last Metro meeting. He also stated that he noticed an increase in shared rides and them arriving later than usual and he wanted to be sure they kept an eye out on that issue.

Maria Skelton made a public comment by thanking dispatch workers and drivers for all their hard work. She appreciates the wonderful service they provide. Especially, a rider named Jose.

Lisa Anderson made a public comment by stating wishing everyone a happy Halloween.

Parshva Shah made a public comment by stating that he is trying to get a hold of someone in the CAC to join a subcommittee to speak about same day rides. Chair Hagen responded that same day is on the agenda today, and all comments are welcome. They have two openings on the CAC and will be contacting those who have applied for interviews very soon.

MEMBER DISCUSSION

Vice Chair Lantz asked them to move up the Same Day service discussion so that they don't miss the opportunity to speak about this item.

Jonna Wilkins stated that an address she goes to in Chatsworth isn't available for her. Chair Hagen said she lives there and has service so they would speak on this after the meeting.

BOARD MEMBER REPORT

Postponed

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that he recently attended the APTA annual conference, held in Boston. They heard from the new FTA administrator Mark Molinaro who was very accessible throughout the conference, and he came to the APTA Access Committee on Sunday. The APTA Access Committee is the committee at APTA that talks about paratransit and access for people with disabilities on both fixed route and paratransit. He gave a speech, and he relates to the issues with people with disabilities since he is the parent of a child with a disability and he is committed to enhancing the accessibility of both fixed route and paratransit. He is a congressman from New York, and he implemented the number of disability programs. They were able to take a tour of the MBTA ride system in Boston and go to their offices and it was an exciting time. They recently implemented a software package, a new scheduling and routing and dispatch package called Spare. It's a new generation of software packages and they got to have a Q&A session with their staff because every paratransit system does things a little differently. They have a completely different structure than Access has. For example, they have centralized reservations, scheduling and dispatch. The actual drivers on the road take orders from the central office, which takes all of the calls for the next day's service, and they schedule it and do the dispatching. Another interesting thing is that the Boston MBTA have been cashless for the last 20 years, which is very unusual for transit in general, particularly for paratransit. They are also looking to own their own facilities instead of having their contractors lease them.

MEMBER DISCUSSION

Bhumit Shah asked if there was another paratransit model that they have seen in other transit agencies, which is working out for them, but Access doesn't have implemented yet. Andre Colaiace responded that Boston might do 4,000 trips a day and that is less than what the southern region does in a day. Access covers such a large landmass in Los Angeles so it's incomparable. What he likes about their model in general is that they have accountability because when you have a system, like in Boston, it can be difficult trying to find out who has done what and that is when you have there is a lot of finger-pointing between the various contractors.

Member Padilla asked if there is a chance that Access can also go cashless. Andre Colaiace responded they have had discussions about moving away from paper, like coupons, etc., so anything's possible. From an administrative standpoint and a financial standpoint, there would be small benefits to the agency. In Boston, the Boston Transit System acts as the bank, so they keep individual accounts for each of their riders. It would probably take a while and require a lot of investigation and, but it could be done.

VISITOR POLICY UPDATE

Mike Greenwood did a review of Access's visitor policy, which is timely due to the big sporting events that are coming to Los Angeles over the next couple of years. Access's visitor policy must be compliant with federal regulations that are found in Title 49 of the Code of Federal Regulations part 37.127. Under those regulations, transit agencies must provide complimentary paratransit service to visitors for up to 21 days during any 365-day period, beginning with the visitor's first use of the service. The regulations do not distinguish between visitors from adjacent counties, states, or international visitors period. It just refers to visitors. Visitors do not need to apply for service, nor do they need to go to the eligibility center in commerce to receive eligibility, but visitors do need to present documentation that they are ADA Paratransit eligible or provide proof of disability. Access's visitor policy is clearly stated in the Rider's Guide, and it states, "Eligible visitors to Los Angeles County will be given 21 days of service to use within one year from the first date of travel. Visitors can reapply for an additional 21 days of service once that year expires. According to ADA regulations, an individual residing outside of the area served by Access is eligible for complimentary Paratransit service as a visitor if any of the elements listed below are met." They are reviewing the visitor policy because several mega events are coming to Los Angeles in the next few years that will attract both domestic and international visitors. While the current policies and procedures have worked well in recent years for visitors, the scope and scale of these upcoming events will be significant. He stated that they were going to update the reservation and dispatching software fields to accept international phone numbers. Ensure Access and contractor staff can make international phone calls to riders. They are also going to promote the use of interpreting services for outbound calls to better communicate with riders. Update Access's website to include more information on visitor eligibility and assistance. Update the standard operating procedures for

operations eligibility and customer relations to ensure a seamless process for eligible visitors.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they change the amount of family members that can ride on a shared ride since those that are visiting from other countries will also come accompanied and rely on Access Services for riders. He hopes they are prepared for another World Series next year too so they should plan for this and for the Dodgers parade if they win.

Lisa Anderson made a public comment by stating that she doesn't live in LA County and is still an Access rider. Her membership doesn't expire for a while.

MEMBER DISCUSSION

Member Hudson asked if they are planning to have a staging area at these upcoming events similar to what they have at the Abilities Expo. Mike Greenwood stated that at the next agenda item they will be talking about their preparations for the World Cup.

Member Padilla asked if there was a list of where Access goes in the Rider's Guide. Mike Greenwood responded that it does list all of the cities and communities that Access serves, and it's in alphabetical order.

Member Barron asked if they were going to have designated vehicles for certain events. Vehicles that might be running to places like the Olympic Village and standard vehicles that are just making runs back and forth or will it be pre-booked trips. Mike Greenwood stated they are not sure since they still have years for the Olympics but for the World Cup, all the games will be at SoFi. They are considering having dedicated vehicles that may just wait at the stadium during the game, and the same vehicle would take somebody on the return trip.

Member Cardona asked if there will be road supervisors at these events. Mike Greenwood said they will have road supervisors and road safety inspectors monitoring these events. They will also be activating our Emergency Operations Center to manage this as a planned major event, so they have that extra layer of operational oversight.

Member Shah asked if visitors could apply directly on the website. Mike Greenwood said it would be more informal, and they could call customer service and say, "I would like to have visitor eligibility" and then they would be told what documentation they need to send. It is more informal and easier for a visitor to accomplish than to have to fill out an application. Member Shah asked if a visitor could be given a form and a way to upload any document to expedite the process. Mike Greenwood stated they are updating the information on the website and it is a too they want to implement.

Chair Hagen asked if people making WhatsApp calls will go through. Mike Greenwood responded that as long as it goes through as a regular call, it should be no issue. He asked her to call him through WhatsApp to try it out.

Chair Hagen asked if the visitors will be getting a Rider's Guide, a link to a Rider's Guide, or an abbreviated Rider's Guide since it's so much information. Susanna Cadenas said the visitors will be getting a welcome letter highlighting important information they may need.

Chair Hagen asked if they could have some videos done on YouTube to give them more compacted and comprehensive information. Mike Greenwood deferred the question to Matthew Avancena.

WORLD CUP PLANNING UPDATE

Alex Chrisman gave an update on the World Cup events at the Rose Bowl event, and the FIFA World Cup. There are eight games to be played at SoFi Stadium in Inglewood starting on June 12th and ending on July 10th. They have experience managing paratransit to large, planned events such as the Abilities Expo, the Los Angeles Marathon, the Heyball event, and the Club World Cup and they are working early to be prepared.

PUBLIC COMMENT

Fernando Roldan made a public comment by suggesting they have rides available for those that are volunteering at these events. He recommended the riders would exceptionally be able to use the Access to Work program for these events.

MEMBER DISCUSSION

Member Hudson suggest that they have some kind of staging area, because waiting time will be longer, especially at places like SoFi stadium. There are big lines for the elevators, and so on. It is always the return trip that makes her nervous. Chair Hagen stated that this would be part of additional resources or tips for these types of events.

Member Barron stated that outside visitors will be speaking different languages and currently in LA County there are 10 languages recognized.

Chair Hagen knows that with Access it is incredibly efficient and easy to call and request a different language. As far as materials, she asked if it was translated online or how were they going to handle that. Alex Chrisman responded they haven't discussed the issue of materials but will look into it. Chair Hagen asked they also work the audio formats for those with different disabilities.

Member Padilla asked if there were stand signs at the venues or are there temporary ones for these riders. Alex Chrisman responded there were at SoFi Stadium. However, since this is such a large event, which can change depending on what the venue decides. They will be sure to research this issue as time gets closer.

Member Lantz stated that the Rose Bowl blocked their path so that the vehicle couldn't get anywhere near the entrance and it was so far out, away from the entrance and he had mobility issues. She wants to make sure this doesn't happen again. Alex Chrisman responded that one of their many tasks is to make sure they have the right contacts to follow up in real time. Some of these venues have accessible carts, they have shuttles, but they will be sure to investigate it. During the World Cup, it's very likely that the Department of Homeland Security will be involved. They will be sure to attend those meetings when the time comes.

SAME DAY SERVICE PARAMETERS

Chair Hagen discussed the importance of same day service and stated that they do not have spontaneity or flexibility of same day service in Access. It is a service that allows riders to live their life the same day and do not have to book the day before. She wanted to get input on bringing back some kind of same day services back. There was a subcommittee that was established to talk about a limited same-day service option. They came up with the idea of having unlimited same day, even if it's in a limited capacity. She asked the CAC for input and suggestions regarding this issue.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that the biggest mistake Access Services ever did was to get rid of the same-day reservations. He supports this and he understands it is a budget issue, but they need to find a way to make it work.

Lisa Anderson supports same-day service because she sometimes needs to attend a last-minute doctor's appointment but can't go because there is no same day service.

Parras made a public comment by stating that he doesn't believe it should be limited. It should just be possible to do it or not. He doesn't believe eight same day trips are enough for one rider.

Mel Bailey made a public comment by agreeing that it would be more advantageous to the riders to be able to utilize same day riders. He believes there should be a limited number of rides though. His father recently passed, and he needed a last-minute ride so that would be an extenuating circumstance that should be considered, but he understands the regulatory practices of capping and limiting it to a certain region. Chair Hagen stated that the rider should be in charge of choosing whether a situation is an emergency or not.

MEMBER DISCUSSION

Member Shah stated that ask much as he would like to have unlimited same day rides, he understands this is not possible and will appreciate having any sort of same day service available to the riders.

Member Barron stated that unexpected situations like weather or illness could affect whether someone would need to use the same day service.

Member Lantz stated that other counties have same day and Access will need to provide this when these large events come to LA. The providers have said that in the past that having some same day allows them to fill in those gaps that they have sometimes when a person cancels a ride. When they did that during COVID, it was totally successful. They have proven that it can work on a limited basis and at least that's a start and it allows people with these difficult emergency situations to be able to get a ride.

Member Cabil wanted to share her recent experience to shed some light on how important and crucial having same-day service can be. She has had issues with the bus, not getting close enough to the curb but the drivers have been understating and moved the bus up to allow her better access. She had a health issue while riding the public transportation system and realized that she is very lucky to be able to ride with Access, and vs the regular transit fixed route. Having same day services will be such a big benefit so that she doesn't have to ride public transportation when she needs last minute rides.

Member Lantz stated that when MTA was trying to get everybody to support Measure M and one of the reasons was to have them do same day with Access. If they speak to anyone at MTA, they need to remind them that they said it was possible for same day and the funding comes through them. Chair Hagen stated they can revise the same day subcommittee and submit the draft they prepared but did not submit because of COVID. She asked if there was any interest from the committee members in revising or to renew the same day subcommittee.

Member Hudson stated that they should not reinvent the wheel and take another year discussing this issue again. Especially since the plan they already discussed was very well put together.

Chair Hagen agreed and stated they needed to find out who they will present this information to and who they will need to contact to move forward with it.

The following CAC members are interested in creating an ad hoc committee for the same day rides. All members present agreed. Member Aroch stated that she was concerned about creating another subcommittee in addition to all the numerous subcommittees already in place.

OPERATIONS REPORT

Brian Lopez presented the Operations Service report. He stated that monitors continued their service including outreach at the Independent Living Center in Downey. Access project Administrators attended community and committee meetings including the PFAC meeting early in September. The Wise and Healthy Aging Adult Day Health Center and the Disability Community Resource Center in West Los Angeles were visited in September by staff during their outreach efforts. He shared they have a new reservation and dispatching software in the Santa Clarita region. The transition occurred on October 1st and the team in Santa Clarita is currently utilizing the software. Access road safety Inspectors performed rollout inspections at three of the contractor locations in the month of September. During these inspections, staff review safety items such as RAM functionality, air conditioning and heating systems and driver credentials, just to name a few. There were a total of 58 vehicles that were inspected along with the rollout inspections. The road safety inspectors also performed vehicle cleanliness inspections on 40 vehicles. He reported that there were no major findings and no vehicles needed to be removed from service.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that there are still issues scheduling rides within the hour that is requested. He asked why Access is requiring the rider to repeat every single detail over and over again. It doesn't make sense to have customer service drag the rider through repeating their information again.

Fernando Roldan made a public comment by stating that he also agrees with the issue of reservations and the times riders can reserve. Access does not anticipate travel time driving drivers and that is frustrating. He believes September, October, November and December are some of the busiest seasons. He is glad that the on-time performance is functioning the way it should be, but they need to anticipate rides during busy periods.

Lisa Anderson made a public comment by stating that for people who have a speech impairment, a driver doesn't necessarily understand the person who has speech impairment and the CSR can sometimes make booking mistakes. The dispatcher should at least contact the rider to confirm their locations.

MEMBER DISCUSSION

Member Johnson stated that it was a good thing, it's a good thing that they repeat the rides going back because if they are going from one region to another, they have to repeat it anyway. Chair Hagen responded that this is something they will bring back as a future agenda item because it strayed a little from the topic.

SUBCOMMITTEE UPDATES

Postponed

DRAFT CUSTOMER SURVEY SCRIPT

Postponed

MEMBER COMMUNICATIONS

Postpone

FUTURE AGENDA ITEMS

Postpone

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Johnson made a motion and Member Cabil seconded. The meeting was adjourned at 3:15 p.m.