AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, November 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/89352683354
Dial In - 888 788 0099 (Toll Free) or
669 900 6833
Meeting Number – 89352683354
*Please see note below.

Time	*Item*	*Description/Presenter*	*Disposition*	*Pages*
4	1.	Call to Order/Roll Call	Action	
2	2.	Review & Approval of Minutes of October 13, 2026	Action	5-13
10	3.	General Public Comments	Information	
5	4.	Board of Directors' Report	Information	
10	5.	Executive Director's Report – Andre Colaiace	Information	
10	6.	Olympic and Paralympic Games Planning Update – Mike Greenwood	Presentation	
10	7.	Super El Niño Preparation – Alex Chrisman	Presentation	

10	8.	Formation of Ad hoc subcommittee – *Telling the Access Story* – Yael Hagen	Action Item
10	9.	Operations Report – Barrett Tate	Information
8	10.	Future Agenda Items – Yael Hagen	Information
6	11.	Member Communications	Information
10	12.	Subcommittee Updates – Eric Haack, Mike Greenwood, Matthew Avancena	Information
1	13.	Adjournment	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

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 PowerPoint 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

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. 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/89352683354
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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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: 893 5268 3354
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 13, 2026
1:00 pm – 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:02 p.m.

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

CAC Members Not Present: Jesse Padilla, Jan Johnson

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Anthony Santiago, Barrett Tate, Susanna Cadenas, Rogelio Gomez

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF SEPTEMBER 8, 2026

Chair Hagen asked for a motion to approve September 8, 2026, minutes.

Motion: Member Skelton
Second: Member Wilkins
Abstention: Member Hudson and Member Shah
Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that he has noticed certain regions are picking riders up later than usual. This reflects how dispatch is handling their rides and he thinks that needs to be addressed. On October 23rd, Metrolink is going to have their Board meeting and asks Access Board and staff to participate because there are certain issues they are having with MetroLink.

Lisa Anderson made a public comment by stating she likes to stay informed on what is happening in LA, so when she visits, she can receive feedback from her friends in LA.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated there were quite a few items on the consent calendar having to do with the Board calendar like some IT items and TPAC reappointments. The Board approved agency insurance policies and changed the scope of work to the onboard vehicle camera recording system as well. An extension of the administrative office space in El Monte and also the Board approved some amendments to the Access Services bylaws that have to be forwarded to the Access membership at the annual meeting. Those were mainly technical changes, for code references that have changed, changing titles, and other issues. The bylaws had not been changed since 2015, so this was a well-needed update but nothing substantive was being proposed. The Board gave authorization to purchase 50 paratransit vehicles for $8.4 million. The Board has given them blanket authorization for one order, but staff are dividing the order into two, because they have different vehicles on the road right now. They want to see how they perform, get feedback from customers, before they put in the second part of the order. This is the summary of what happened at the September 28th Board meeting, they discussed a pilot program with Instacart and staff ran into some issues in terms of responsiveness with Instacart. They were able to do this service but will continue this partnership with Uber. It will be good to have all partnerships under one roof with Uber, like the rideshare services and now the grocery delivery. On November 3rd is Election Day and the Board approved free trips from Access to the polls. Everyone in LA County now gets a mail ballot, and people who need to go to a dropbox can also do the free trips.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that voting is for four days and he asked that Access provide rides for all four election days for free. He also stated that October is also Disability Awareness Month and asked if they could write articles for the upcoming newsletter.

MEMBER DISCUSSION

Andre Colaiace responded that even though elections have changed to various days, they usually follow Metro's policies to offer only one free ride on one voting day and see if they're doing anything different.

Member Wilkins asked for clarity on the Uber services. Andre Colaiace responded they had proposed an overview of a pilot program with Instacart, where Access would purchase a small number of Instacart memberships for free grocery delivery. That has

now changed to have the grocery delivery through Uber instead since it is moving much faster and has a more expansive membership program.

Member Bauer asked what type of vehicles are being purchased first and when that was going to happen this year. Andre Colaiace responded it was the ProMasters Ford Transits and some turtle top cutaways 28 RAM ProMaster.

Member Bauer asked if they were buying the three step ProMasters. Andre Colaiace responded they are and the vehicles have been updated, according to customer feedback.

Member Hudson stated that she knows they were going to be selecting a group of riders from a pool of riders that often use grocery delivery already. She knows that there are many riders that already use this service and keep this in mind when choosing their volunteers in trying out this pilot program. Andre Colaiace responded they would be doing a first come, first serve basis when choosing riders for the pilot. Member Hudson suggested they have a pool of people who they could choose from to try the program.

NO-SHOW AND CANCELLATION POLICY REVIEW

Susanna Cadenas stated that the goal of this item was to provide a refresher and ensure everyone has a clear understanding of the no-show process. There are two ways a trip can be considered a no-show. One, a trip is considered a no-show if the driver arrives during the 20-minute pickup window, waits 5 minutes, and cannot find the rider. A second no-show is a trip is also considered a no-show if it is canceled less than 2 hours before the scheduled pickup time. This policy helps drivers stay on schedule and encourage riders to cancel or be ready for their trip on time. They receive a notice reminding them of the policy and giving them a chance to dispute any errors. The notice includes the address, date, and time of each no-show, so riders understand what happened and can respond if they believe there is a mistake.

PUBLIC COMMENTS

None

MEMBER DISCUSSION

Member Hudson stated that some people have problems when getting their notices late or things get lost if they live in a multi-person household. She asked if they could automate those notices via text. Susanna Cadenas responded they are not set up to communicate via text but could possibly do it via email address if they opt in for this. They would have to approve them to receive messages via text too.

Member Almalel asked about no-shows that happen when the driver arrives really late

and the rider can no longer take the ride. Susanna Cadenas responded that after 20 minutes of being late, it doesn't count as a no-show.

Member Wilkins stated that a driver told her she had to wait 24 hours for her to dispute a no-show and why wouldn't a driver know that. Susanna Cadenas stated that this was false and they could call customer service immediately to clear the no-show.

Member Shah asked what the average of no-show trips there are monthly and how many are suspended because of this. Susanna Cadenas responded that there were in any given month around 8,000 trips that are recorded as no-shows, which is less than 2% of our overall trips. She added that around 300 customers per month were suspended and customers then will contact them to appeal the no-show. Member Shah stated that all the time and resources used for 2% of trips could use these resources for other important issues. He asked if they considered removing the policy and encouraging people to cancel on their own. Susanna Cadenas responded they have not. The policy has allowed them to be able to maintain the resources needed to continue the service for everyone. They are lenient about the process, so she understands that in some cases, customers may not be able to cancel within those 2 hours. They are assessing the suspensions to consider the attempts that are being made to try to minimize the amount of suspension notifications they send out monthly. The policy itself is not intended to punish riders. It is intended to encourage cancellations and reduce service disruptions. He asked if a rider tried to call customer service and is on hold over 25 minutes to cancel but then they can't do it, they get the no-show. Susanna Cadenas responded they do have a grace period in case someone is unable to get through right at the 2-hour mark.

Vice Chair Lantz stated that she has spoken to riders and some have realized some are not actually no-shows and it is only because the rider has had an incident at the pickup location or some other issues. Susanna Cadenas responded they have no way of tracking that. Vice Chair Lantz stated that there are no-shows that are not valid and she doesn't think this policy helps in the way it was intended and if they are a rider that doesn't have any other ride options, they are stuck. Sometimes it isn't the rider's fault so she is concerned about this policy. Susanna Cadenas stated they do have a dispute process for this reason. The notifications are sent out, but it does not mean that the person will have a no-show, unless they're displaying a pattern.

Mike Greenwood stated that their system works really well. The leniency shown by customer relations, along with the enforcement of suspensions for chronic abusers is a no-show rate of only 2%. When a rider misses out on taking a trip due to no fault of their own, that gets removed. They also do have abusers and they found recently a rider that no-showed 34 trips in a row. It costs the contractors a lot of revenue. That 2% equates to about $4 million a year in lost revenue.

Chair Hagen wanted to point out that the CAC members have put together a script and a video on how to reduce those no-shows which they are going to put out.

Member Wilkins asked about a personal situation where she wasn't picked up from a mall because the driver couldn't find her. Mike Greenwood recommended if they are going to a place they have never been before, they might want to do a little research on pick-up points so this doesn't happen.

Member Hudson suggested she call 15 minutes before her pickup ride and tell them exactly her location so she can be found. She can call the ETA line or the operations monitoring.

Member Aroch stated the only reliable pickup location is to be in front of Macy's by the valet parking.

BEYOND-THE-CURB SERVICE REVIEW

Anthony Santiago discussed this item for riders who need extra help, Access offers Beyond the Curb, also known as BTC assistance. Beyond the Curb assistance can be used with the Please Approach function, which allows riders to request that drivers approach them and notify them when the vehicle arrives. The driver can walk with the rider to and from the vehicle as long as the driver can still see the vehicle. Beyond the Curb service can happen both before and after a trip. Riders can request Beyond the Curb service the day before their trip by informing the reservationist during the trip booking process, or by making a request through the Where's My Ride app. When providing Beyond the Curb service, some limitations may include drivers being unable to go beyond the 60 feet away from the vehicle. He continued saying more information was in the Rider's Guide and can also get helpful information about how to incorporate Beyond the Curb service into trips by visiting the Access website and viewing the video titled, "How to Make a Reservation."

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating the number of packages allowed on rides has to change because when traveling, he needs to take more items with him. He hopes with the new Uber pilot coming up, this will also improve the packages. He is willing to volunteer for this pilot. He asked them to check the airport shuttle policies and try to meet them. Chair Hagen responded that Access was not a shuttle service so this was not something he should compare it to.

Lisa Anderson made a public comment by stating that a couple times she wanted to use beyond the curb and some drivers were more helpful than others.

Mel Bailey made a public comment by asking them to share this information with the dispatchers because sometimes they try to ask the drivers to do something else but they should not be doing that. It is important that all Access employees are cross trained for this reason.

MEMBER DISCUSSION

Chair Hagen clarified that Beyond the Curb is different from please approach and wants to be sure there is clarity between both. She added that in the script when making a reservation, they should ask if the rider needs either of these services. It is an important question to ask because they want riders to exit and enter a vehicle safely. Anthony Santiago stated that's a good suggestion and it is something that can be discussed a little further. He is taking notes about this and will discuss with Mike Greenwood. He stated the rider has to check the box in the Where's My Ride app and on the online booking to choose the Beyond the Curb service in their reservation. The Please Approach service is not an option but you can add it in the trip notes.

Member Bauer stated that he usually abbreviates it as PSE or PLS because he has other things he needs to put in the notes and there is a limit on the notes.

Chair Hagen asked them to add it as a checkbox so they don't have to abbreviate it. Mike Greenwood stated that they have asked if they can let riders have more typing room in the notes box section so they don't have to abbreviate anything.

Member Almalel wrote, "There's also some information that only populates once a trip arrived".

Chair Hagen stated that it might be too late for some riders. Mike Greenwood responded that he just heard that the expanded notes section is in effect now in both the eastern and west central regions. Chair Hagen asked that they announce this on the online reservations, that that might be a tip that pops up that says, "you don't need to abbreviate".

CALL-OUT SERVICE POLICY REFRESHER

Barrett Tate presented this item by stating that a callout is an automated phone call or text message that informs riders when their vehicle will arrive, or that it has arrived. He wanted to stress that callouts are not always guaranteed, and some riders may not receive a call depending on cellular service in the specific location they're at, if the call goes to voicemail, or if the phone line requires an extension. During each reservation process, the caller should be asked if they would like a phone call and/or text message, if applicable, for that particular trip. If the rider agrees to receive a phone call, the trip should be noted with the phone number and confirmed with the rider. The call-out should be completed by the contractor via phone call and or text upon arrival.

PUBLIC COMMENT

Mel Bailey made a public comment by complimenting Access in this area. He noticed a significant improvement with the call-out system being more accurate as to when the drivers are arriving. For the Where's My Ride app, will there be any improvement when

doing a call out.

Fernando Roldan made a public comment by stating that call outs are needed when there are emergencies.

MEMBER DISCUSSION

Member Barron asked if they could receive a text about a call-out and the vehicle is waiting, why can't we get a confirmation number texted to those who can't write. Mike Greenwood suggested the Operations Subcommittee is not the right spot for that discussion. He suggested that it be brought to the Technology Subcommittee.

Member Wilkins stated she is part of the Technology subcommittee and asked them to repeat the previous discussion.

Member Barron stated that he recently got a new phone, so he can use the app now. He wondered if the app, for some reason, doesn't work.

Member Hudson stated that she does her best to write it down, but sometimes she just has to go to the app and check on the Where's My Ride and it does list the confirmation number there.

Member Barron stated that he understands all that but why can't they just text him the confirmation number via text? He just wants to be independent. He doesn't want to ask someone to write it down for him.

Chair Hagen asked them to add it to the Technology subcommittee and asked Eric Haack to send the next meeting date and link to Member Barron.

Mike Greenwood stated that while the Where's My Ride app and online reservations is a fantastic tool, only 20% of riders are booking trips on either one of those methods, so that means 80% are still making phone calls.

OPERATIONS REPORT

Barrett Tate presented all the statistics for the regions. He added that Santa Clarita Transit, in partnership with SPARE, is preparing to introduce AI Voice, an artificial intelligence agent intended to streamline call center interactions for access riders, while also allowing callers to communicate using natural speech patterns. want to stress that this will be for reservations only, and you will have the option to use the artificial intelligence agent or call-takers when this becomes live. The Santa Clarita Region is working on finalizing the artificial intelligence voice reservations by the end of the calendar year, with future additions to follow, like estimated time of arrival and trip cancellations at a later point in time. By the end of October, the West Central region will have a transportation coordinator otherwise known as a starter stationed at the

West LA Veterans Administration. The starter, or transportation coordinator, serves the role of facilitating and monitoring rider transfers and transportation via assisting the drivers and riders, while also responding to any issues that arise at that location. He stated that election season is approaching, and on November 3rd, they will have the free fare for trips to and from polling places on Election Day. Access has also conducted outreach across Los Angeles County. September focused on adult day healthcare centers and agencies supporting disability rights and ADHC causes in the LA County region.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he thinks the operations statistics are not accurate. He would like to be able to make online reservations online so he would like someone to help him do it. He has filed complaints and has not heard from anyone at Access. There should be a voice recording where riders could leave any complaints.

Fernando Roldan made a public comment by stating the VA hospital is very dear to his heart, and he recommended they add some stand signs to some of their locations. He is happy to hear the report but it needs improvement. He asked the drivers report on road conditions or give any feedback.

MEMBER DISCUSSION

Chair Hagen also requested help or guidance on how to book reservations through online reservations.

Mike Greenwood understands there are some riders that might benefit from a more hands-on approach, he will make sure somebody gets ahold of Mr. Bailey and Chair Hagen.

Member Barron asked that they extend the free rides for election day and he feels like it would help with traffic as well.

Member Hudson was excited to hear about the AI assistance being used and is assuming that many riders might have issues with their speech patterns when using it. She hopes riders can use a live person when needed. If they want to try AI but want to switch over to a live agent, that is an easy process. Barrett Tate stated he wasn't sure but would get an answer for her.

Chair Hagen suggested they add a "is it clear and would you like to continue with AI" as an option to be able to move to a live agent. How will they get any feedback from the Santa Clarita region since they don't have a representative to report back.

Mike Greenwood tested the system himself and was pretty impressed with its ability to book reservations. He knows it's working in Boston and other areas and working well. They will be looking at feedback from riders soon. He stated that staff will know who is using the system and who's not, so they might be able to reach out to those riders and do a survey on their satisfaction with it. As well as customer relations, they will be monitoring feedback and report back from both of those methods.

Vice Chair Lantz asked if someone who's using an augmentative communication device has tested it. Chair Hagen asked Member Cardona for feedback on this issue.

Member Cardona stated, "I think it understands pretty well, but not much experience."

Member Wilkins asked if they could request an AI reservationist. Barrett Tate responded they can and can also request a live agent at any time.

FUTURE AGENDA ITEMS

Chair Hagen asked if they could bring it back to the agenda to get an update on how it's working as a pilot program in the Santa Clarita Valley. Matthew Avancena made a note of this so it could be placed on the agenda for November. They could include a couple of bullet points in the Ops Update. If there's not a lot to present, but we could still provide a few, you know, tidbits of information as to how the implementation is going.

MEMBER COMMUNICATION

Vice Chair Lantz thanked everyone in the subcommittees for their attendance and thanked Access staff for all their contributions.

Member Bauer stated that concerning the elections, the California Council of the Blind is doing a presentation by the League of Women Voters on Saturday via Zoom. They'll be going over the 14 state ballot propositions and the various LA County measures.

Member Wilkins thanked Access and the members for their spectacular service.

SUBCOMMITTEE UPDATES

Eric Haack stated the Technology Subcommittee stated that there is a conflict with the next meeting and wanted to reschedule it. They agreed to try to reschedule it for October 20 after the other subcommittee meeting.

ADJOURNMENT

Chair Hagen asked for a motion to adjourn the meeting. Member Hudson made a motion and Member Wilkins seconded. The meeting was adjourned at 3:20 p.m.