

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, October 13, 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/84797646836)) -
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Meeting Number - is 84797646836
***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 September 8, 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	
10	6.	No-Show and Cancellation Policy Review - Susanna Cadenas	Presentation	
10	7.	Beyond-the-Curb Service Review - Anthony Santiago	Information	

10	8.	Call-Out Service Policy Refresher - Barrett Tate	Information
10	9.	Operations Report - Gina Breceda	Information
8	10.	Future Agenda Items - Yael Hagen	Information
6	11.	Member Communications	Action
10	12.	Subcommittee Updates -Eric Haack, Mike Greenwood, Matthew Avancena	Information
1	13.	Adjournment	Action

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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.

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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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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
September 8, 2026
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:05 p.m.

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

CAC Members Not Present: Kimberly Hudson

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Bill Tsuei, Cesar Castaneda, Rogelio Gomez

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF AUGUST 11, 2026

Chair Hagen asked for a motion to approve August 11, 2026, minutes.

Motion: Member Lantz

Second: Member Wilkins

Abstention: Member Padilla, Chair Hagen, Vice Chair Lantz, Member Barron, Member Cardona, Member Cabil, Member Skelton

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating it was a great committee meeting a couple of weeks ago. It was great but he recommended Access staff remind attendees not to give out their ID number because he noticed some were giving it out. He is part of the Accessibility Advisory Committee and he invited them to their Thursday, September 20 meeting that will take place at 1pm.

Lisa Anderson made a public comment by asking if the fact that she is out in another county would make her ineligible to apply to be a CAC member.

Maureen Smith made a public comment by asking if being late for her eligibility appointment was an oversight by Access. She kept calling all these different numbers, and one knew what's going on, and she is disabled so she thinks it's too long.

Debbie Howard asked how she could be a CAC member and she has some ideas to improve Access and wanted to know how to apply.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

None

OFFICER ELECTIONS

Matthew Avancena led the Officer Elections for the CAC. He stated that the current Chair, was Yael Hagen and the current Vice Chair was Terri Lantz. About a year or two ago, they amended the CAC bylaws to allow the current officers to run again if there is no one else available in the committee, if no one else is available in the CAC can run as either the Chair or Vice Chair. They formed the nominating subcommittee for this year and don't have anyone else who is interested in running for an officer position. The Bylaws amendment allows Yael Hagen and Terri Lantz to run again, which brings them to asking for a motion to approve the current officers to run again. Matthew Avancena asked if they had to take nominations from the floor and there were none.

A motion was made to approve the current nomination of Yael Hagen for Chair and Terri Lantz for Vice Chair.

Motion: Member Skelton

Seconded: Member Padilla

Abstention: None

Motion: Passed

RESERVATION RECEIPT OR CONFIRMATION MESSAGE

Eric Haack provided a background on this item. There was a CAC Technology Subcommittee and they observed accessibility challenges related to making online reservations, either through the app or through the online reservation system. Some voiceover and screen reader, issues, address, sort of, how addresses are sorted in the, in the app when one's trying to put in a destination that they're trying to go to.

Bill Tsuei stated that at the last technology subcommittee there were several questions

on the difficulty of using WMR. They did find out there are some glitches in the software when there's a lost connectivity, there might be some duplicate records that show up. There is a software patch that has been applied, and then they've been monitoring the outcome of that. They believe this issue has been fixed. Unless somebody else is still experiencing the same issue, they can reach out to them directly. There were issues with the address input and the address will now pop up right away. There is also a function when you get to the confirmation page, when you see any mistakes, you can just go back to make a change. The coupon purchase was not something that IT manages but they will add it to the new release of the website. They also addressed the issue of communicating with the drivers. They didn't see a lot of riders communicating with drivers so they are looking into that. They are suggesting the service providers also train their drivers to be able to use this function. The card reader not working is an issue the service providers should deal with.

PUBLIC COMMENTS

Fernando Roldan made a public comment by giving some direction on how to do an election of officers. He stated there for those in charge of technology, there will be a program called Tech Week in the City of Glendale to be hosted on September 23-26 at the Glendale Civic Auditorium. He invited Access Services to attend. He asked if they could compare the Where's my Ride App with other apps like Uber and Uber Eats or some of the other platforms.

Lisa Anderson made a public comment by asking what the difference was between LA county vs. the Santa Cruz app. If you need to make changes in ride reservations, you can make them before 10pm the day before and Santa Cruz is 36hrs.

MEMBER DISCUSSION

Member Bauer stated that he is aware of the go-back feature, when making an Access reservation. He is disappointed that's the solution that they have come up with because he feels less valued as an Access rider with his disability when others can do it, he has more difficulty. He has booked a ride to an address more than a dozen times in Chatsworth and it stills doesn't pop up. He is very disappointed by this.

Chair Hagen stated that go-back option is not a solution. The solution is to have it equal the first time around. She is also very disappointed that it was proposed as a solution. She heard something about the website with the coupons, but she didn't hear that there was actual solution to that either.

Member Almalel wrote, "regarding, the Where's my Ride messages to drivers, she has had zero success with all other 5M regions up until last week. Only shared location works." Bill Tsuei responded that this is one of the duplicated street address statistics they have seen. It indicates the message is typed out and sent to the drivers or is indicating an attempt to. Member Almalel will need a tech working directly with her to

test the mobile apps with her. She responded that the app has been uninstalled and reinstalled. Whenever she sends a message in the text box, it just says, location shared with driver. What are the statistics that the driver received and read the message. This is an issue that has been going on for years. Bill Tsuei responded that another issue is the driver training wasn't conducted properly on behalf of the service provider as well. He noticed that potentially of the drivers who don't know how to hit the button to see the rider's messages.

Vice Chair Lantz asked if he could join the subcommittee meeting to get rid of any issues that come up. Bill Tsuei responded that he would join the next meeting.

Chair Hagen got a lot of complaints about the new website reservation option. When you type in the address, you can't scroll down with a mouse, but you can on the keyboard. Bill Tsuei stated the new website is identical to WMR, so the interfaces are identical across two different platforms.

Member Bauer stated this was demonstrated to the app developers before and there is no way to choose the address you want without using the mouse. If you've got 5 addresses, you can arrow down through those addresses and press enter on the one that you want. On the new website, you cannot do that. Apparently, you can move with the mouse and click on them, but you cannot move with the arrow keys.

Chair Hagen added that her home address doesn't come up at all and it's a very well-known address, it's just not working or appearing.

Bill Tsuei stated they are working with FIM, trying to make available the free address entering and upgrading their FIM system. With the new version, you should be able to key in any new address, as long as it's validated by Google Maps. They will involve them in the testing for that.

Chair Hagen is not hearing validation that the new website is not working for many people.

Member Almalel asked if the new mobile version of the Where's My Write app would have the capability to list trip details, like number of passengers, mobility devices, specified location or stand. She asked because you can see it on the desktop version, but not on the cellular mobile version. Bill Tsuei responded they can work on that when they meet with her.

Chair Hagen asked if you could write detailed notes on the online reservation notes. Member Bauer said you can write in the instructions that are preset by Access, but you can't write in anything else. Chair Hagen stated they need to add phrases like "please approach" and it should be either a drop-down or an easier way to navigate.

Member Wilkins asked when making a reservation for Access, and they actually book

their ride, why are they not able to know exactly how many riders are in your vehicle at the same time so you can plan how long it will take. Mike Greenwood responded that scheduling takes place after 10 pm so the scheduler is busy at work late at night into the early morning hours putting everything together. That is when a rider gets matched up with a vehicle, and multiple riders get matched up with vehicles. It doesn't happen during the day when the average rider might call in or get onto their app to make a reservation. Mike Greenwood recommends they assume they are going to have a shared ride, and the longer the trip is going to be in terms of distance, the more shared rides they will have.

Member Shah said he understands routing is complex but other counties give estimated arrival times.

POST ELIGIBILITY CALLS

Eric Haack presented this item by stating that a service that Access provides through a contractor and is post-eligibility calls. For background purposes, Access's contractor, Mobility Management Partners, works with Access and handles several functions. One of its principal functions is travel training. In providing one-on-one instruction or group instruction, workshop instruction for individuals on how to safely and effectively utilize, public transit in Los Angeles as an alternative to paratransit, if they choose. One of the additional tasks that Mobility Management Partners performs for Access, that's in their contract with Access, is they also have a call center, and they have telephone calls, that the call center makes. The new customers of Access who've recently gone through the eligibility process, or customers who have recently renewed their Access eligibility. The two purposes for these calls are to determine the individual whether they went through the in-person eligibility or the paper eligibility, renewal process, to determine their overall satisfaction with that process. The other purpose is to inquire if they would be interested in travel training or information on how to use another transportation alternative outside of paratransit.

PUBLIC COMMENT

Fernando Roldan made a public comment by inviting them to join their AAC meeting, for Metro. He asked if they could also do a presentation for them. He asked if there was a possibility they could take them to casinos, even if they are out of the area. He hopes this program could be more advanced on that. He was asked if he used Infoline before and he said yes but has never received a post eligibility call.

Lisa C Anderson made a public comment by stating that she doesn't remember if she has ever received a post eligibility call in the past.

MEMBER DISCUSSION

Chair Hagen stated that the script does not include any of the input from the ad hoc

subcommittee. She wants to make it clear that any input was not incorporated into that.

Vice Chair Lantz doesn't recall ever seeing the script and asked for a copy of it. She doesn't recall when but she got a call a while ago and she was unsure what the call was about. The information she got was so confusing and by the end of it, she had to call Access to ask what the call was about. They gave their input to make the process better and she would like to see what the script includes. She thinks Access is spending a lot of money on this process and it is wasteful because there are other issues like same day rides that could use that money.

Eric Haack stated that he appreciates the input and responded that they did send a copy of the script was sent to the ad hoc members. He asked if they would like a script sent to the whole CAC or just to the ad hoc members. She asked if they could send it to the ad hoc only and have another meeting on this beforehand to discuss it.

Matthew Avancena stated he would send the script to the entire ad hoc committee and schedule a meeting date.

Chair Hagen added that the script they will receive isn't the script they worked on previously. Another issue that is important is when riders first get their eligibility approved, when they receive information about other transit systems, it can be overwhelming and confusing. She wants to know what the competence of that information is.

Eric Haack responded that the information on how to safely use the various transit services as optional choices in Los Angeles County is important. He stated the options are Culver City Bus, which is near Big Blue Bus in Santa Monica, LA Metro, and Foothill Transit.

Chair Hagen responded that these were all fixed routes, and part of the eligibility, is that fixed route is not a fair comparison. People are looking for an accessible alternative, fixed route isn't the answer, because most of the time, there are barriers to the fixed route, but people are looking for assistance with Access services.

Vice Chair Lantz responded that she called a recommendation called Butterfly Transit and they were never able to help her. It would be good to take a good look at this issue and they can't advise Access if the service isn't working.

Chair Hagen asked if anyone has gotten this kind of post-eligibility call and is wondering about the validity of such a call. In lieu of the money being spent in probably other areas, but anybody have any ideas about what they think the value of this is.

Member Shah stated there are a lot of services available in the community that provide services like this. There are other agencies that have the funding and he recommends they work with them to provide these services.

Chair Hagen stated that some trips can do non-medical transportation which not all can do that. When she called the Infoline dial a ride, they gave her gurney ambulance services. They were not very helpful.

Member Almalel added that other transit options have other challenges that are not user friendly with the scheduling and payments and so on. It is a good option if they know how to use it but mostly, it is very difficult to use.

OPERATIONS REPORT

Cesar Castaneda stated Access conducted their outreach at 5 locations across Los Angeles County. Like Whittier Adult Date Health Care Center in Whittier, Commonwealth Royale Senior Living Center in Los Angeles and One Generation Wilkinson Senior Center in Northridge. As well as Brainstorm Productions Academy in Torrance, and Antelope Valley Adult Date Healthcare Center in Lancaster. In August, outreach focused primarily on adult day health centers, while also including senior living and academic support organizations. So far this year, riders have scheduled more than 4,200 trips from these locations.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that concerning the the reservation and the KPI from the operation report isn't accurate and he feels like they are changing the numbers to benefit them. He feels that the CSRs giving the callers outrageous ride times is very upsetting and it is frustrating.

FUTURE AGENDA ITEMS

Member Padilla asked to learn more about the no-show and cancellation policy.

Member Wilkins would like more information about the new vans and to check out the new vehicles if possible.

Member Almalel is looking forward to LA 20. She would like to see more updates on that. Also, she would like the ability for a rider to call and make a reservation and say something like, "I'm going to Disneyland" and for it to populate and be able to know which stand it is. For example, for Universal Studios, the address online is different from the address located on the stand directory.

Member Cabil wanted them to talk about disaster preparedness, if it could be something they can discuss every year. She has attended a webinar before, in another organization, and afterwards, they send the attendees emergency backpack starter kits. Another idea is incorporating the mental health component, as they are approaching the holidays.

PUBLIC COMMENT

Lisa Anderson made a public comment by suggesting that for people who have Access to work that they pay the fare of \$2 instead of \$2.75.

Mel Bailey made a public comment by stating that they used to acknowledge and honor the Access staff who were doing well. He asked if Access has information that would be useful, specifically as it relates to vision impairment and navigating. In the Pro Masters, it would be good if they could identify if someone is going up the stairs in the back, they don't have the use of their left hand. What are they supposed to do if they lose their balance because there's no rail on the right side going up the stairs.

Debbie Howard made a public comment by asking how to apply to be on the CAC committee as a member.

Ayoub Touti made a public comment by stating that he has had very good experiences with Access but he doesn't know how to get an ETA. He asked if the app has this option and Chair Hagen responded they can ask the driver normally but she appreciates the suggestion and maybe they could add this to the app I the technology subcommittee.

SUBCOMMITTEE UPDATES

Eric Haack stated the Video Communications Subcommittee met and discussed some steps that a customer could take if there are share rides being added onto a trip. Susanna Cadenas provided an update of a couple of options on contacting either the provider or contacting OMC. Second, the subcommittee discussed a script for an upcoming webinar, How to Avoid Stress While Using Access. The script that had been produced by the subcommittee was run through an AI assistant of Copilot made a very long script. They made a shorter script and are waiting for input on that. The Technology Subcommittee they already discussed in an earlier agenda item and they will be meeting next month again.

Mike Greenwood stated that the operations subcommittee met and the items they discussed were when riders need emergency same-day trips. They discussed how to make a rider more visible when they're in a crowded pickup location. At a university, or a sporting event where there's lots of people around, and the Access driver might have difficulty spotting the Access rider. They are working on a flag or pennant that might make the rider more visible. Especially a wheelchair user that might be lower to the ground and be less visible behind standing individuals. It would be affixed to a wheelchair, and they got some volunteers from the CAC that will try it and give some feedback. They are going to be adding a starter at the West Los Angeles VA Hospital at the end of October. This follows on having starters at other very busy locations, like Rancho Los Amigos, the Braille Institute, and Olive view Medical Center. A few other locations that are very busy that could benefit from having somebody there to help coordinate pickups and drop-offs. He also wanted to provide an update for the vehicle

subcommittee and most of the discussion was around the newest vehicle added to the Access fleet, which is the Chrysler Voyager minivan. They heard from some CAC members about their experience, and staff also shared their experience for the vehicle. They also discussed another new vehicle that Access will be adding to its fleet, which is the Ford Transit van. They had two CAC members give feedback on that vehicle and they took that feedback, and incorporated some of it, and then the vehicles continued to be modified. They have an additional five CAC members' input that will be factored in the final design of the vehicle.

Matthew Avancena presented on the goals retreat subcommittee. The committee has not met.

PUBLIC COMMENTS

Lisa Anderson made a public comment by asking if they could close in honor of the people who passed away due to 9-11.

Mel Bailey made a public comment by stating that the identifier for wheelchairs was a good idea and also using the rider's photos on the tablet might be helpful.

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting in memory of Norma Jean Vascovo, the Executive Director and Founder of the Independent Living Center of Southern California in Van Nuys. Member Padilla made a motion and Member Wilkins seconded. The meeting was adjourned at 3:17 p.m.