

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 9, 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/83729243216>

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

Meeting Number - is 83729243216

*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 August 12, 2025	Action	5-14
10	3.	General Public Comments	Information	
10	4.	Executive Director's Report - Andre Colaiace	Information	
15	5.	Reservation receipt or confirmation message - Bill Tsuei	Presentation	
8	6.	Officer Elections - Matthew Avancena	Action	
10	7.	Operations Report - Barrett Tate	Discussion	

5	8.	Member Communications	Information
5	9.	Future Agenda Items - Yael Hagen	Information
8	10.	Subcommittee Updates - Susanna Cadenas, Mayra Calderon, Mike Greenwood, Eric Haack, Matthew Avancena	Information
1	11.	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 Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are

listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

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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
August 12, 2025
1:00 pm - 3:15 pm

CALL TO ORDER

Chair Yael Hagen called the meeting to order at 1:07 p.m.

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

CAC Members Not Present: Scott Barron

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, Jessica Volanos, Kristi DeHaro, Rogelio Gomez, Susanna Cadenas, Karen Gilbert, Alex Chrisman

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF May 13, 2025

Chair Hagen asked for a motion to approve the May 13, 2025, minutes.

Motion: Member Johnson

Seconded: Member Padilla

Abstention: Member Shah, Member Cardona, Member Bauer

Motion: Passed

REVIEW & APPROVAL OF MINUTES OF June 10, 2025

Chair Hagen asked for a motion to approve the June 10, 2025, minutes.

Motion: Member Bauer

Seconded: Member Johnson

Abstention: Member Shah, Member Cardona

Motion: Passed

REVIEW & APPROVAL OF MINUTES OF July 8, 2025

Chair Hagen asked for a motion to approve the July 8, 2025, minutes.

Motion: Member Padilla

Seconded: Member Lantz

Abstention: Vice Chair Lantz, Member Cardona, Member Bauer, Member Shah

Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that because of the ICE raids, there should be some sort of communication on how Access is handling the situation if there was ever an incident. There are Access clients and drivers who might be interested in knowing how they will handle this situation. Second, he mentioned there was a disabilities advocate from Columbia by the name of Miguel Riva Turbine that passed recently, and he wanted to mention it.

Rachele Goeman made a public comment by stating that when they get their new access IDs, when they have renewed or are a new rider there were cards in Braille. Ex CAC member Michael Conrad spearheaded this years ago and it suddenly stopped happening. She herself didn't have Access for almost a week because of this situation. She also wanted to know when they are going to start the application process again for new CAC members.

Mel Bailey made a public comment by stating that he was trying to access the CAC Agenda online and the website was not up to date. They need to be sure the agenda is up on the website before the meeting.

Kim Hudson made a public comment by stating that her Access membership is up for renewal this month and she is concerned that she hasn't received any information. She knows that the renewal form is sent out 60 days prior to the renewal date but never received it. Thankfully Susana Cadenas helped her get a form, but she had to ask for it. She did request it electronically, but it took two weeks to receive it. The renewal process needs to be looked at to make it user friendly.

MEMBER DISCUSSION

Member Shah stated that a ride took a couple of hours last week and when he booked a reservation, he had it as a specific drop-off or pickup point. However, there was nothing on the record and he had to be dropped off at the front entrance. Upon pick up there was an issue where the driver had to circle around for more than two hours to find a place to pick him up. He was on the phone with the southern region and the OMT was no help whatsoever and they finally came to the agreement that they would pull into the casino across the street to pick him, but it was a very, frustrating

experience. He also stated that when on hold, there is the same old music, and old message, on repeat. It is very uncomfortable if you are on the phone for long time and he asked if there's an option for riders that call and bypass the whole message and music.

Vice Chair Lantz stated that if he makes a formal complaint then maybe they can do a site evaluation and that really helps. Access will send someone out there to evaluate the pickup and drop off locations for future riders.

BOARD MEMBER REPORT

Matthew Avancena gave a Board report update for the August 4 meeting. They had Board member elections to elect their officers for fiscal year 2026. Vice Chair Theresa de vera was elected and Doran Barnes was elected as the Chairperson. The Treasurer is Adrian Aguilar from Santa Clarita Transit and Director, Giovanna Gogreve was elected as Secretary. The Board also approved the purchase of up to 260 ADA paratransit vehicles at a cost of \$37.1 million. There was a lot of discussion regarding this item and some of the shortcomings of the vehicles. The Board also approved a five-year turnkey fleet camera recording and telematics contract for service vehicles at a cost of \$4.2 million. These are the onboard cameras that are on the vehicles that are constantly recording, and the next full meeting of the Board of Directors is scheduled later on September 22, 2025.

PUBLIC COMMENT

Mel Bailey made a public comment by asking if the \$37 million that's set aside for this new fleet will be for the same ProMasters they currently have that are not the best in his opinion. He believes they are not very spacious, and they are not very safe.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace thanked ex Board of Directors Chair, Theresa DeVera for serving as their Chair for the last two years. They accomplished a lot as an agency, and he looks forward to keeping the momentum going with Chair Doran Barnes and the new officers. Chair Barnes was recently appointed to participate in a national research project under the offices of the federally funded so he is very happy to have him as Chair. This research project under the offices of the federally funded Transportation Research Board. This project is going to be looking at different types of same-day services that are being offered to paratransit eligible individuals around the United States and the costs and benefits involved with each of them. They are in the process of developing a request for proposals, and then they are going to get together and select a consultant, and then they will provide guidance for the project. It is a couple of years process but he and a number of Access staff have been involved in prior projects. His last project had to do with dialysis and transportation, which was a very interesting project. This project on same-day services around the United States should also be very

interesting. They will develop a final report that can benefit the industry and its customers in the future. They recently concluded the 35th anniversary of the Americans with Disabilities Act of 1990. Without the creation of the ADA, there would be no Access services, so they are the embodiment of this piece of legislation, which is great. He also mentioned there was a fantastic documentary on Netflix called *Crip Camp* about how this amazing summer camp in New York was that essentially led to the passage of the Rehabilitation Act of 1974 and the passage of the ADA; a pretty remarkable documentary about this camp, the development of the Independent Living Center in Berkeley, and the passage of the significant legislation, so he highly recommends it.

PUBLIC COMMENT

Fernando Roldand made a public comment by thanking Andre Colaiace. He shared a wonderful report that he did on the 35th anniversary of the American with Disabilities Act, the improvements and so on. He encouraged Access to invite members of the other bus companies as members of the Board. For example, Antelope Valley, or even Santa Clarita. He feels they need more assistance for people with disabilities who want more extensions, especially during the weekends, to the areas of Santa Clarita and Antelope Valley.

MEMBER DISCUSSION

Vice Chair Lantz thanked Andre Colaiace and stated they are happy that new vehicles will be purchased, although some of them are still very concerned about the accessibility of the new vehicles. She realizes it's very difficult to get the necessary vehicles with your parameters they are given. She asked if there were any regular sized vans, not minivans, regular sized vans that are American-made that could be outfitted to be accessible. She just wants to make sure some of the issues presented with the vehicles can be resolved.

Andre Colaiace reiterated his previous remarks made at the Board meeting on this topic. They hear everyone's comments and take them seriously and they have made modifications to every generation of the ProMaster. The problem is that they have a limited number of vehicles to choose from that they can make accessible. They have to meet the made in America regulations which constricts their choices even more. They have done their research, but this has been the best option they have been able to come up with given the choices and restrictions.

Chair Hagen stated that they are putting together a proposal of what a same-day program could look like. That proposal is available, and she feels it would be a good document to share with this study he is doing. The gist of that is that it would be a limited same-day service with a limited number of same-day, one-way trips available to active riders. Those trips would be done at the discretion of the rider and would be renewed each month. It is a complete proposal, and she thinks they could present it to

them for discussion. As far as the ProMasters they really need to have some consistency in the current ProMasters so they're all designed equal and there are no surprises when they get on one.

Member Hudson stated that her concern is safety in the ProMaster in terms of the steps. Oftentimes, she rides with her husband, and in the minivans he could stay in his scooter, and she rides in the back seat because there aren't any steps. In the ProMaster, they cannot ride together because she cannot transfer into a seat involving stairs. She is also concerned that somebody with a vision impairment or some other kind of balance problem is going to fall and hurt themselves on those stairs.

Chair Hagen stated that there are many riders that have the same type of configuration issues on the ProMasters. There are also changes that can be made to policy in who can get into the vehicle and how and that will relieve some of the issues there are. There is competition between people who are ambulatory and people who use a wheelchair.

Member Almalel stated that she is looking forward to the World Cup next year, and she can't wait to see the progress to be made. When she is on the ProMasters there are riders that use her wheelchair as a hold bar or way to support themselves. There are issues with the doors and even couples who travel together. She feels bad for the challenge of them coordinating trips together. She asked them to bring back the topic of being able to select the vehicle they could ride on depending on their disability or mobility devices.

DISCUSSION FOR IT. SUBCOMMITTEE

Chair Hagen asked them to discuss topics the IT subcommittee would later discuss and any issues concerning IT. Matthew Avancena stated that Thomas Lee wasn't available so he asked them to postpone this discussion. There was a small discussion but it was tabled for the next meeting.

PUBLIC COMMENT

Rachele Goeman made a public comment by stating that her biggest problem that she would like to see resolved is, that when you use the app to make online reservations and you are blind and using voiceover, it is incredibly hard to do the hour and the minute. She has tried uninstalling the app and reinstalling it and it still doesn't work. She has called the help line, but the wait is always at least 20 minutes long. The Where's My Ride app is great though. She would like some help with this issue.

Mel Bailey made a public comment by stating that an issue he has is that when there are announcements or pop ups, it is very difficult to remove them because he can't find the button to minimize this. He recommends they figure out a way where it doesn't interfere with the functionality of the app.

MEMBER DISCUSSION

Member Wilkins stated that she would like a text to confirm her ride pickup. She has trouble with her hand coordination so a text would be helpful.

Vice Chair Lantz stated that they should bring back this discussion with a presentation but maybe not next month since there is an election.

Member Cardona said, "I agree, and I use Eye Gaze on my iPad regarding online reservations on the app."

Chair Hagen stated that when making a reservation on the app, there is an issue when somebody has already been to that address, it pre-populates sometimes and not always. There's an issue of some addresses is pre-populated and some addresses are not pre-populated in the same region. It has nothing to do with the six-month requirement, so that's not an issue. She hoped the IT team would be there to respond but expects the IT team will be either listening to this part of the meeting minutes or at least reading it so they can respond to some of the good comments that have been made by both the public and the members of the committee.

Member Almalel was echoing everyone's comments and stated it would be incredible to get text response because it would also offer an immediate ability to review their trip info and this would give them enough opportunity to address it immediately. She would also like to be a beta tester and would like to know if they have the ability to give input on what is displayed in the confirmation text.

Member Bauer stated there were some issues with making reservations on the app. Much of the app works very well, but he has the same problem with the time picker jumping around with voiceover. He is trying to figure out what the benefit is to be receiving a text return that the app is not already doing. All the information is given on the app.

Member Almalel stated that not everyone uses the app or has access to it.

Chair Hagen responded that for her a text would be much more useful.

Vice Chair Lantz responded that there are people with certain disabilities, Parkinson's, or cerebral palsy, where their hands may shake or they may not have total control of their limbs.

Member Bauer responded that the confirmation is in the app right after making the reservation, and it pops up right away.

Mike Greenwood stated that one of the benefits to a text receipt would be that a hundred percent of Access riders might be able to get the receipt. Only 18% of

reservations are made online, but that leaves 82% of reservations that are made via phone call. Many of those writers might benefit from getting the text receipt, so it's basically an option. For some riders, they do not want a receipt at all and maybe they want to use the app to confirm their trips, but for many riders that don't use the app, they'll also maybe be able to get a text receipt.

Member Hudson stated that for some people that have problems with dexterity it may be difficult to use the app and texting would be just a simpler format.

Chair Hagen asked that Access staff please bring this segment of the discussion to the IT team so they can review it.

DRAFT STRATEGIC PLAN

Eric Haack gave an update on this item. He shared a presentation related to Access Services' upcoming five-year strategic plan for the fiscal year 2026, and going to the end of this decade, 2030. They will have a final version of the strategic plan going before the Board of Directors of Access for consideration, as early as October. They are getting close to a final draft, and he wanted to ask the CAC to weigh in on elements that they would like Access to pursue for the remainder of the year.

PUBLIC COMMENTS

Mel Bailey made a public comment by stating that he would like to see the drivers included in the plan as it relates to being invited to the meetings. He also stated that if they are able to spend \$ 37 million on a fleet of vehicles, then he thinks that they should strategically plan to invest some monies into the system. As far as the KPIs, they need to report the high number of calls that they get. That would help with real time and in-person calls and trips.

Fernando Roldan made a public comment by stating that it was a great presentation. He agreed that drivers should be included in these meetings. He asked Andre Colaiace to talk with the bosses at Metro, Armando Roman, who's one of the managers there, and also the chief person who's in charge of the AAC meetings. They need to have more relationships between Access Services and Metro, especially in the upcoming years.

MEMBER DISCUSSION

Member Hudson encouraged them to look at same-day as they approach these upcoming major events in the city of LA. The issues during the Paris Olympics were so awful and she wants to avoid a disaster.

Eric Haack stated that there is an element that's being incorporated, although he can tie it a little closer to the concept of the event planning.

Member Padilla stated he is glad to see that they are improving the vehicles and appreciate all the issues they have addressed. He also agrees with more discussion on same day service.

Vice Chair Lantz stated that the discussion of same day and tying it in with the Olympics and the other various upcoming events. Sometimes they change the places for the events and if they don't have same day, it will become a huge issue. Some of the actual participants of the Olympics will probably have trouble making it to their events if transportation has issues.

Member Almalel stated that she likes the idea of same-day for all the aforementioned reasons but was thinking about two recently attended events. One is an annual wheelchair event for women. They flew in from all over the country as well as from all over the world, like Scotland, Tokyo, Australia. Everyone was scrambling to try to find a way to get around here locally. The event was at the LAX Sheraton, and they had a hard time finding a way to get to Venice Beach or to Central City or to Disneyland or Universal, because they're not from here. It was a missed opportunity because they had tried all of the Uber and the accessible Lyfts and all the other TNC companies, and they didn't have the right amount of vehicles needed for a group this large. She would like to be able for Access to offer these options to visitors who are here for large events.

Chair Hagen stated that there are agency goals and there is committee input, and then there's input from various sources. She asked if this was going to be presented in a comprehensive plan, and if the plan was going to focus on the agency goals and present the input as input. She wanted more clarification.

Eric Haack stated that he would not be separating them and just present the goals as a whole. For instance, the concept of same-day, investigating the opportunities and the ability to introduce same-day service, which is the CAC recommendation, that will be on the same level as Access is seeking funding and opportunities for more contractor properties.

SUSPENSIONS APPEAL PANEL MEMBERS

Rycharde Martindale stated they needed 6 volunteers to join a due process proceeding for particular no-shows and conduct suspensions. For those riders who are suspended, they have a right to have their day in Access court. Prior to the Coronavirus shutdown they had the CAC volunteered on an annual basis volunteer for the process. Though they do their very best to intervene and use community-based and educational methods to work with riders who are suspended for seriously disruptive conduct, in some rare cases, some individuals want to go through with the formal appeals process. The process requires two members of the CAC to hear and determine the outcome of a panel hearing, plus an Access staff person who is not associated directly with the suspension process. The volunteers must be someone who's not involved with the

actual conduct suspension. He requested 6 volunteers who would want to sit on a panel. Once selected, they would have an orientation to familiarize them with the process.

The following members volunteered Member Bauer, Member Padilla, Member Hudson, Chair Hagen and Vice Chair Lantz.

PUBLIC COMMENTS

Mel Bailey made a public comment stating that they should be better educated, on the suspension process because in the past he was suspended for something that he did not do, because someone misinterpreted or misunderstood a comment that was made. He doesn't believe in their appeals process or in the discipline process.

MEMBER DISCUSSION

Chair Hagen stated that they need to adjourn the meeting since they have gone over the time and stated that her and Vice Chair Lantz have been serving as Chair and VC for about three terms now. They would like to propose to the committee that since no one has stepped up or volunteered to run, if they would like to do something different, like a co-chairmanship or somebody can shadow the Chair and VC. They are trying to find options for them especially for those that don't want to shoulder the responsibility of being a Chair. The elections are next month, and we just wanted to make it a little bit easier for people to be able to participate in being a Chair.

Vice Chair Lantz just wanted to make sure that everyone had an opportunity to Chair. She knows there is a lot of work to be done especially because of the subcommittees. It is a commitment of time and taking responsibility, but if there's a way of making it more possible for people, they are open to a discussion.

Member Hudson stated that she would like to help if it took a joint effort and she didn't have to do the whole thing by herself.

Member Padilla agreed with Member Hudson and is willing to do the same as her.

OPERATIONS REPORT

Postponed for next meeting

MEMBER COMMUNICATIONS

Postponed for next meeting

FUTURE AGENDA ITEMS

Postponed for next meeting

SUBCOMMITTEE UPDATES

Postponed for next meeting

ADJOURNMENT

The Chair asked for a motion to adjourn the meeting. Member Padilla made a motion and Member Almalel seconded. The meeting was adjourned at 3:23 p.m.