

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, September 8, 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/86770935914>

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

Meeting Number – is 86770935914

***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 11, 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.	Operations Report – Cesar Castaneda	Presentation	
10	7.	Future Agenda Items – Yael Hagen	Information	

8	8.	Member Communications	Information
10	9.	Subcommittee Updates -Eric Haack, Mike Greenwood, Matthew Avancena	Information
8	10.	Officer Elections-Matthew Avancena	Action
10	11.	Accessibility Challenges WMR-Bill Tsuei, Thomas Lee	Information
8	12.	Compensation for Access Riders-Yael Hagen, Terri Lantz	Information
8	13.	Post-Eligibility Calls - Eric Haack	Information
1	14.	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 agenda item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair.

Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

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

"Alternative accessible formats are available upon request."

***NOTE**

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

How to Provide Public Comment in a CAC Meeting via Zoom:

Online

1. Click the Zoom link for the meeting you wish to join. Meeting information can be found at: https://accessla.org/news_and_events/agendas.html. 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/86770935914>
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):
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Free) or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free)
Webinar ID: is **867 7093 5914**
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 11, 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, Bhumit Shah, Wendy Cabil, Scott Barron, Kimberly Hudson, Maria Skelton, Maria Aroch, Steve Bauer, Jonna Wilkins

CAC Members Not Present: Olivia Almalel, Gordon Cardona, Jesse Padilla

Board Members Present: None

Access Services Staff Present: Matthew Avancena, Veronica Guzman-Vanmarcke, Mike Greenwood, Eric Haack, Art Chacon, David Jimenez, Randy Johnson, Rogelio Gomez

Guests Present: None

REVIEW & APPROVAL OF MINUTES OF JULY 14, 2026

Chair Hagen asked for a motion to approve July 14, 2026, minutes.

Motion: Member Bauer
Second: Member Hudson
Abstention: Member Cabil
Motion: Passed

GENERAL PUBLIC COMMENTS

Fernando Roldan made a public comment by asking if Access could possibly implement some sort of international delivery service. It would be a good option for the riders. Second, he has had a lot of late pickups in the month of July.

BOARD MEMBER REPORT

None

EXECUTIVE DIRECTOR'S REPORT

Matthew Avancena stated that at the last Board meeting they discussed that staff were evaluating two federal grant opportunities that support innovation and accessibility for people with disabilities. The first is the Federal Transit Administration's Innovative coordinated Access and Mobility, or ICAM, pilot program. This program funds innovative transportation solutions that improve mobility for older adults, individuals with disabilities, and low-income populations. Staff is exploring a grant application for vehicle funding to support Access Services Parents with Disabilities Program. Which helps address transportation barriers faced by parents with disabilities. The second opportunity is FTA's Bus Safety, Accessibility, and Innovation Staff are working with Sunset Fans to explore a proposal to develop a flat floor. Not a low floor, but a flat floor Promaster vehicle without the rear steps that can accommodate two mobility devices. This project has the potential to improve accessibility and enhance the rider experience and expand accessible vehicle options for transit agencies nationwide. They also welcomed two new members to the Access Services Board of Directors. The first one is Myrna Kabanban who was appointed by the LA Mayor, Karen Bass. and Armand Bujanda, was appointed by the Los Angeles County Independent living centers.

PUBLIC COMMENT

Fernando Roldan made a public comment by saying that there are some good programs, and he is glad they keep reaching out to them. He recommends they will include that same-day reservation at the next Metro meeting. Myrna Cabanban is a good person and had the privilege of working with her when she was at Cal Life.

Dr. Ivy Beverly Hilton made a public comment by stating that she believes there is an oversight concerning an unresolved Eligibility appeals records and reasonable accommodation matter. The underlying controversy is not merely a records request but also a restriction placed on her Access Eligibility. During that appeal process, the restriction was lifted and then reapplied before the appeal process, and what I understand to be the applicable 60-day appeal period had been completed. She is requesting a basic due process question. She wants to know who changed her eligibility status, on what dates, and under what authority. She is requesting immediate preservation of every call, status change, notice, audit trail, and associated metadata.

MEMBER DISCUSSION

Member Bauer asked if the grant program was to develop a flat floor on the ProMaster. Matthew Avancena stated the tactical term that they use is NOFO, which is a Notice of Funding Opportunity. One grant is to get vehicles for the Parents with Disabilities program, and then the other grant proposal is to develop a flat floor Promaster, along with Sunset Bands. They did not get the grant but are still developing the proposal, which they will submit to the FTA.

Member Wilkins stated that they are moving in the right direction and mentioned that a classmate of hers had an issue in a ride with her electric wheelchair. His wheelchair was expected to fit in one of those little Dodge Caravans. He got an extended leg rest, so he couldn't fit so they had to remove her from the van and ask for a replacement. Rogelio Gomez said he could reach out and talk to Member Wilkins.

Chair Hagen asked if there was a parameter for extended leg rest. It is not the first time they've heard of such a thing, and they need to help eliminate this kind of issue going forward.

Vice Chair Lantz stated she was grateful to the Board and Access for trying to get grant money to rehab the new vehicles, and she hopes it's a real priority.

36TH ANNIVERSARY OF THE ADA

Member Hudson gave a general overview and synopsis and benchmarks of the disability rights movement. For much of history, people with disabilities were hidden from society and were even institutionalized. They were excluded from education, employment, and community life. Even wounded veterans returning from war received very limited support and had a lack of true independence. Disability was viewed as something to be hidden, rather than something to accommodate. The birth of the independent living movement happened, and during the 1960s and 70s, people with disabilities organized to demand equal rights. She explained how they advocated living independently, making their own decisions, working, attending school, and participating fully in their communities. They also wanted equal access to transportation. She stated that Ed Roberts was one of the founders of the movement. His major contributions were when he founded one of the first independent living centers in Berkley. There was an extensive discussion on this item.

MEMBER COMMUNICATION

Vice Chair Lantz stated that a lot of times money is being cut in places, so she thinks it is important that transportation is one of the important parts of ADA.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that the 36th anniversary of the Americans with Disability would not be possible without the 250th birthday of the United States of America. They should have had an image of the 250th USA and the 36th of the ADA on the side of the vans.

MEMBER DISCUSSION

Member Shah stated that if anyone wants to get involved in advocacy or community engagement, they are planning to teach a webinar in two weeks to address the barriers

people with disability face when accessing transportation. They can contact him directly and he'll provide the information.

Member Wilkins told Member Hudson she did a very awesome job with her presentation. She does think it's a good idea to have that information in their colleges and high schools. Because of everyone's efforts, she was able to attend school and get her BA.

Member Barron thanked Member Hudson for her presentation. He spoke about Ed Roberts and highly recommended the Being Human book.

Member Hagen asked what they think about the opportunity to share their lives or stories on the Access website or on another format.

Member Cabil stated it was a beautiful presentation. She appreciates their collaborative efforts to educate them while inviting more supporters to get involved. She is interested in obtaining a copy of that rich history.

Chair Hagen stated that there is a book called "What Have We Done? An Oral History of the Independent Living Movement". It goes into detail about a lot of what happened in transportation. Paratransit is the only system of transportation that is governed by a civil right.

Vice Chair Lantz stated that it was not until the ADA came about, and until Access Services that people had no access to public transportation. When Member Hudson had a surgery when she was a kid, and her mom couldn't get her home from the hospital. They didn't have a vehicle to take her in that would accommodate her, because she had a special casting on her legs, and it had a bar between her legs. People with disabilities would not recognize what life was like back then, and how difficult it was for people to get around. There are still some rights that are being taken away or reduced. These stories are important and need to be shared so they don't forget. It is a human rights issue.

Member Skelton thanked MV Transit for their back-to-school supply event. She was able to supply back-to-school supplies for 3 different parks. She was contacted by a newspaper in the San Fernando Valley that wanted to do an article on it. If she gets all the information to her email, she can send that to the newspaper.

COMMUNITY MEETING TOPICS

Randy Johnson stated that there would be an upcoming community meeting. This time it would be on Wednesday, August 26th, from 6 pm to 7:30 pm. Since COVID began, typically the meetings take place on Saturdays but were asked about having them during the week for people that were unable to participate on Saturdays. Hopefully this will reach additional people and still be able to have riders that come on Saturdays to

join. The topics are presentations that will be given by staff with one of them being on the Where's My Ride app. There will be a presentation, a demonstration, and also a demo on touring the Access website to find information.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that there was a 7.4 richer scale earthquake in his home country of Colombia. Fortunately, his family's fine but there are a lot of people that have been injured and trapped under rubble. He is hoping they can maybe help provide some kind of emergency support.

Dr. Ivy Beverly Hilton made a public comment by stating that the CAC agenda identifies an in-person location at 3449 Santa Anita Ave and also provides Zoom and telephone participation. She was advised that in person participation wasn't available and only virtual participation was. This is not accessible to everyone with a disability as her disability limits her ability to effectively use websites, email, electronic platforms, and extensive electronic communications. Providing an equally effective non-electric alternative wherein virtual participation itself creates a disability barrier. For the community meeting, she takes issue with the time being from 6pm to 7:30pm, because that's the time that people are at home with their family.

MEMBER DISCUSSION

Vice Chair Lantz asked where they could provide their stories with ADA experiences for the website and who to send them to. Chair Hagen stated they are still talking about the details and will inform her when she knows.

Chair Hagen wanted to make sure that during the community meetings, they are not putting people into private rooms unless it is necessary. In the past the meeting has been held on Zoom and on the weekends so that riders can participate. Keeping them out of rooms gives the riders an opportunity to hear the answers to the questions being asked.

Chair Lantz thanked Access for changing the community meeting times, because some people with disabilities work during the day, and they're not always able to attend. Changing things occasionally gives different people opportunities. She respects everyone's right to believe whatever they want, but she wanted to remind everyone that some people cannot attend meetings in person and that is why they have virtual meetings via telephone and Zoom.

OPERATIONS REPORT

David Jimenez stated that the as part of Access's outreach efforts for the month of June, their team focused on visiting Adult Day Health Centers, or ADHCs, across Los Angeles County. The locations visited included Opica Adult Day Care Center in Los Angeles,

Family Care Adult Day Health Care Center in North Hollywood, San Gabriel and Pomona Valley Regional Center in Pomona, Bellflower Connect Adult Day Health Programs in Bellflower Ultra Care Plus Adult Day Healthcare Center in Palmdale. Combined, these locations had riders arrange nearly 5,700 trips for the calendar year thus far. Los Angeles' contribution to the 2026 FIFA World Cup concluded with the last of the eight matches on July 10th at SoFi Stadium. Between regular ADA trips and Metro Shuttle trips. From 3 hubs, a total of 323 passenger trips were provided. There were zero service-related complaints received. Having been on site on July 10th and witnessing the situation firsthand, Access staff communicated effectively across all areas to ensure riders were not negatively impacted by the hectic environment at SoFi, at the SoFi Stadium pickup location.

PUBLIC COMMENTS

Fernando Roldan made a public comment by suggesting that they don't just focus on regional centers or senior centers. Maybe they could reach out to colleges and universities, and places of work.

Dr. Ivy Beverly Hilton stated that she wasn't aware she could access the meeting on the phone too so she would be sure to use that method now and didn't mean to discourage Access to not provide virtual meetings.

Mel Bailey II stated that during a call with a CSR he thinks they should be able to speak to a supervisor immediately if they are not able to help him. Recently he had an experience where he was told he didn't understand something which was rude and he thinks that is due to lack of training of the CSR. They need to address these kinds of issues.

MEMBER DISCUSSION

Member Cabil asked if missed trips were the same as no-shows. Dave Jimenez responded that a missed trip would be categorized as something that was caused by an error on the provider's end, by approving a no-show, early, before the 5-minute dwell time has been completed. A no-show is the rider's fault; the driver and dispatch follow the appropriate procedure before proceeding with their route and providing a no-show for a rider if the rider isn't there.

Mike Greenwood stated that missed trips are Access fault, and a no show is the rider's fault. They are monitoring it because they want to keep it extremely low. They generally achieve that target of being very low on the missed trips but keep monitoring to stay below that desired standard.

David Jimenez stated that a denial is when they are asking for a trip outside the available time. Member Cabil asked how that was monitored and David stated that was monitored through the call centers and riders. She also asked if there was a KPI for the

lost and found. Rogelio Gomez responded they have an internal audit and there was never a KPI for that.

Member Cabil asked how far vehicles can go before a mechanical failure. Mike Greenwood responded they want to go many miles before having a breakdown. If they can go 5,000 miles between breakdown, that's one thing, but if they could double that and go 10,000 miles, that's an improvement. If we could double that to 20,000 miles between major mechanical failures, that's an improvement. They have a standard where they want to be at least 50,000 miles between a major mechanical failure or a road call. The contractors have done a great job of keeping the vehicles well-maintained, so they routinely exceed that. In June, they had an outstanding month.

FUTURE AGENDA ITEMS

Vice Chair Lantz asked if anyone had comments for their future CAC meetings. They need new ideas from people and riders and would like to have everyone's participation.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking them to have a plan for any emergency disasters like the situation they had in Boyle Heights.

Dr. Ivy Beverly Hilton made a public comment by stating that she would like her appeal issue addressed and would like all recordings on her issue to be saved and on record. She would like to speak to someone to know what service provider she needs to speak to.

Mel Bailey II made a public comment by stating that the mental health and wellness of not just riders but also the drivers. What are they doing to make sure they are taken care of.

MEMBER DISCUSSION

Member Cabil thinks there needs to be an outreach event with disaster preparedness, as a theme. She would like to see how each region can have its own community event focused solely on disaster preparedness and readiness and have all kinds of partnerships and different resources.

Chair Hagen stated there is an emergency preparedness guide, and it is available for free. She needs to see how this would be feasible with the contractors and their budgets.

Member Cabil stated that she can look up how to do this on her end and do some research. She recommended that people go to cooling centers and get accessibility to

them.

Member Skelton would like information about the disaster preparedness. She left her cane on a ride recently and the driver was going to come back and get her the cane. She still hasn't received it. She also received two no calls, no show, and was injured on one of the rides. The driver was nice, but she still didn't receive a call from the supervisor. Someone from MV needs to reach out to her. She also thanked them for donating backpacks for an event they had. They were very generous.

MEMBER COMMUNICATION

Member Hudson thanked everyone for listening and giving such great feedback. For the ADA presentation, she has some resources, and if anyone is interested in more movies and books to watch, she can get that for them.

Member Bauer stated he is happy to hear about the improvement in the van from, Promaster. It is the best news he has heard in a long time on Access, and he is looking forward to the upcoming community meeting.

Member Cabil stated she is suffering from this heat, and it wasn't depression. She hasn't been able to function. She understands the privilege she has of being a CAC member, to be connected and have Access to resources and experts.

Chair Hagen stated they always need their comments, they need their participation and feedback, and it is very appreciated. She thanked the members who continued to come and show up and do the work.

SUBCOMMITTEE UPDATES

Eric Haack stated that for the Video Communications Subcommittee And had a very good discussion the last meeting, in which they are working on developing a webinar on how to avoid stress while traveling on Access. It was requested to use an AI or do a co-pilot of Microsoft's AI to take the outline they had for the webinar and turn it into a script that could be spoken during this webinar. We will have feedback on this next Tuesday when this subcommittee meets. The next subcommittee update was the Technology subcommittee. Bill Tsuei from the IT team, was able to respond to individual concerns brought up by the CAC members from the Access team. An issue was observed in the Where's My Ride app, and Online reservations as well.

Mike Greenwood stated that the Operations Subcommittee met with the Operations Subcommittee last week to discuss some issues, including the lack of fully accessible restrooms at Olive view Medical Center. Staff continue to put pressure on the County and their operation to improve signage and accessibility of the restrooms. They also talked about the need for same-day trips, and about the fact that Access currently provides relief for riders who are in the emergency room or the hospital and are unable

to book a next-day trip, Access will take them home from the hospital on a same-day trip. They discussed future items that they'll be discussing on a committee, one of which is busy locations, and what information they can share with riders to make that experience better.

Matthew Avancena stated that they have not met for the Goals retreat subcommittee in a while. It is not really a subcommittee, but a monthly meeting that he has with the Chair and Vice Chair. They meet the week after the CAC meeting to discuss the meeting that just took place the week prior. The CAC members are trying to engage the community as a whole on some of the issues or important topics that pertain to Access services and the general disability community. He asked everyone if there was an agenda topic they think is important, they can mention it in the meeting or send it to Access staff. They are trying to engage the public and the CAC members more.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they could encourage Olive View to go back to the bus station that was in Santa Clarita, because those bathrooms are accessible, and it's near shopping centers. The City of Santa Monica needs a major haul when it comes to pick-up locations for Access. He recommends Access works closely with them and establishes better stops and signage.

ADJOURNMENT

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