

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, January 8, 2026

9:30 a.m. – 11:30 a.m.

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

***Webinar link - Please see note below**

Time	Item	Item Description	Presenter	Disposition	Pages
1.	Call to Order/Roll Call		Chair	Action	
2.	Approve September 11, 2025 Minutes		Chair	Action	4-8
3.	General Public Comment		Chair/Public	Information	
4.	Executive Director's Report		Andre Colaiace	Information	
5.	Draft Strategic Plan		Eric Haack	Presentation	
6.	Visitor Policy		Mike Greenwood	Presentation	
7.	Grocery Delivery Pilot		Randy Johnson	Information	
8.	Operations Report		Jessica Volanos	Presentation	
9.	New Business Raised Subsequent to the Posting of the Agenda		Members	Possible Action	
10.	Adjournment		Chair	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 aids and services to facilitate communication. In determining the type of auxiliary aids 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 aids 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 aids or services. You may do so by contacting (213) 270-6000.

Note: Access Transportation Professionals Advisory Committee 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 to the committee both initially and supplementary prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to the committee by staff or committee members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the committee during a committee 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 committee 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 Access staff. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited to the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the committee 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 committee 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 committee may direct staff to investigate and/or schedule certain matters for consideration at a future committee meeting and the staff will respond to all public comment in writing prior to the next meeting.

***NOTE**

NOTICE OF ALTERNATIVE PUBLIC COMMENT PROCEDURES

Pursuant to temporary revised Brown Act requirements, TPAC committee members will be participating via webinar. The public may submit written comments on any item on the agenda - 1) through email by addressing it to - tpac@accessla.org or 2) via US Postal mail by addressing it to - Access Services TPAC Comments, PO Box 5728, El Monte CA 91734. Please include your name, item number and comments in the correspondence. Comments must be submitted/received no later than 8:00 am on Thursday, January 8, 2026 so they can be read into the record as appropriate.

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 Board 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/86888622971>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the TPAC 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, the 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 on 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: https://accessla.org/news_and_events/agendas.html
2. You can also call in using the following information –
3. Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799 or +1 929 205 6099 or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free) or 833 548 0276 (Toll Free)
Webinar ID: 868 8862 2971
4. When the TPAC Chair calls for the item on which you wish to speak, press *9 to raise your 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.
5. If you cannot use the “raise hand” feature, the please submit a written comment as outlined above.
6. 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.

**TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY SEPTEMBER 11, 2025**

CALL TO ORDER

TPAC Chair Fayma Ishaq called the meeting to order at 9:33 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Fayma Ishaq (METRO), James Lee (Torrance Transit), Janna Smith (LADOT), David Feinberg (Santa Monica Big Blue Bus), Silva Baghbanian (City of Glendale), Chaka Garbutt (Long Beach Transit), Lamicia Butler (Montebello Bus Lines), Tyrone Gunn (City of Redondo Beach), Britt Card (City of Pasadena), LaShawn Gillespie (Foothill Transit).

TPAC Members absent: Tisha Lane (AVTA), Erica Jacquez (Pomona Valley Transportation Authority), Melissa Mungia (Orange County Transportation Authority), Liliana Huerta (East Los Angeles Regional Center)

Access staff in attendance: Matthew Avancena, Andre Colaiace, Faustino Salvador, Eric Haack, Alex Chrisman, Mayra Perez-Calderon, Mayra Noriega, Rogelio Gomez.

APPROVE JULY 10, 2025 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the July 10, 2025 minutes.

First: David Feinberg

Second: Lamicia Butler

Abstain: Britt Card

Motion: Passed

GENERAL PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he was a member of the AAC, which stands for Accessibility Advisory Committee for Metro, and inviting everyone to their monthly meetings. He would like there to be a partnership between Access Services and Metro, especially with the big games coming up. There are going to have a lot of different cultures and disabled, non-disabled riders attending and they need to hire more people that speak different languages.

Maria Skelton made a public comment by saying she was thankful for coming to these meetings, because they give out a lot of information. She wanted to compliment them and the staff for the amazing services, and phone calls, and emails she has been receiving.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that they are involved with the regional transit funding, that there is a new regional process for Access to the allocated federal money for operations. Operations are funded with a mix of local Prop C, and it used to be called STP money, but now it's called STBG money. Those are essentially federal capital funds that flex to FTA, these funds were simply allocated by the Metro board as part of their funding mix. Under this new process, which has been mandated by the FTA, these funds must be allocated by SCAG using a competitive process. Their application was scored as highly recommended by Metro staff and was part of a package of project recommendations approved by the Metro board in July. He wanted to let them know that it was a more competitive process now and will keep them updated as it progresses. The Los Angeles County general managers gathered to discuss plans for the World Cup, which will be held in Los Angeles in June and July of 2026. They have taken into consideration much of the feedback they've been given from the disability community and Access. Enabling effortless digital and physical navigation, and reducing dwell times, while establishing best-in-class globally accepted wayfinding standards for future mega events. Metro is saying this is the equivalent of hosting seven Super Bowls every day during the two weeks of the game and he looks forward to joining in the planning for this.

PUBLIC COMMENTS

Fernando Roldan made a public comment by stating that they are always welcome to attend their AAC meetings, especially this one coming up at 1:00 PM, where they can connect with Director Armando Roman. He also added that since it is 9/11 they also keep that in mind when ending the meeting in remembrance and also the second anniversary of the passing of CALIF director, Lillibeth Navarro.

2025 JOE KING MEMORIAL SCHOLARSHIP RECIPIENT

Mayra Noriega and Mayra Perez-Calderon presented the Joe King Memorial Scholarship to Stephanie Rodriguez from Alta Resources.

DRAFT STRATEGIC PLAN

Erik Haack stated that the upcoming strategic plan will be for fiscal years 2026, and the one they're currently in, through to 2030. As they get closer to developing a final draft report, he wanted to provide them with another opportunity to weigh in on what elements they may like to see Access pursue for the remainder of this decade. The objective of creating a five-year plan for Access Services is to look actively at the years ahead and plan for the future, identify anticipated challenges and develop solutions that may roll out over multiple years. Access Services adopted its first strategic plan just over 10 years ago. This plan went on to be the basis of the next strategic plan, covering fiscal years 2022 to 2026. In this new plan, they hope to build off of the important lessons they have learned from the past years, as well as look forward to a

brighter and more accessible future. recommendations that came from Access's Board of Directors.

PUBLIC COMMENT

Fernando Roldan made a public comment by asking if they do a strategic plan based on the population of LA County, or by regions. He then asked if there were comments that people provided about the ProMaster vehicles, of the changes that needed to be made. He asked them to include the extension of more rides on the Antelope and Santa Clarita rides, for the weekends. He asked they also increase the number of packages that are allowed in vehicles because some of them travel and need more luggage space.

Olivia Almalel made a public comment by stating that she submitted feedback about the shoulder restraints in the ProMasters for the wheelchair tie downs being very high, and almost choking riders that are very short. They were able to implement these little gadgets so that they can lower the straps to sit more comfortably. She is always appreciative of those changes and would like to see more community involvement in planning for the future vehicles.

MEMBER DISCUSSION

Jame Lee asked if in terms of the transition to zero emission vehicles, besides battery electric vehicles, were there opportunities for other technologies such as hydrogen they are pursuing. In terms of infrastructure, how many zero-emission vehicle recharging stations do they need to have to fulfill their plan. Eric Haack responded that they were not in a place, of having control or ownership over contractor facilities. They will now have that opportunity to have these battery or fueling technologies available as they get ownership of their own facilities.

Fayma Ishaq asked if there was room for travel training enhancements in the plan. She suggested they add all the other transportation options available for riders in case they are not aware. Eric Haack responded it was a possibility.

TRANSMAC UPDATE

Alex Chrisman provided an update on the Transportation Mutual Assistance Compact, or TransMAC, of which Access is a member. He stated there are now 29 member agencies. They continue to focus on growing this group, with a focus on Southern and Central California. TransMAC provides a framework for assistance and coordination among transportation agencies in the event of an emergency. They're in the process of updating the operating guide, which provides fleet and contact information to use in the event of an emergency or planned event. They are now including specific information related to the charging of electric vehicles as requested by our members.

OPERATIONS REPORT

Faustino Salvador presented the statistics for operations and shared some important highlights. He stated the Access Operation Service monitors conducted outreach at nine high trip-generating location across Los Angeles County during August. Locations visited in August included the Independent Living Center of Southern California, and Van Nuys, Southern California Resource Services in Pasadena and Arcadia, The Ultra Care Plus Adult Day Healthcare in Palmdale. Staff were pleased to report that no major service concerns were identified during these visits. They are introducing a new reservation and dispatching software in the Santa Clarita region, developed by Spare. Spare specializes in supporting transit agencies in modernizing ADA paratransit systems. Furthermore, the California Transportation Commission, CTC has recognized Access Services, and other local transit agencies for their contributions during the January firestorms in Los Angeles. Access staff attended the CTC meetings and events in San Diego on August 14th and accepted the recognition on behalf of the agency.

MEMBER DISCUSSION

Fernando Roldan made a public comment by stating that the issue of shared rides is still an issue that needs to be brought up to see the average time.

OFFICER ELECTIONS

In accordance with TPAC bylaws, the committee conducted the annual election for new officers. There was a motion made to vote David Feinberg as TPAC Chairperson and Lamicia Butler as TPAC Vice Chairperson

Motion: James Lee
Second: Fayma Ishaq
Abstain: None
Vote: Motion passed

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Matthew Avancena mentioned that there would be no meeting in November because they would be having their annual membership meeting. With the holidays scheduling was difficult so they were only able to secure a room at the California Endowment on the week of Thanksgiving. He encouraged them to attend the meeting and wished them happy holidays.

ADJOURNMENT

Motion: Chair Fayma Ishaq requested a motion to adjourn the meeting.
Vote: Meeting adjourned at 10:53am