

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, May 14, 2026
9:30 a.m. - 11:30 a.m.

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

***Webinar - Please see note below**

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order/Roll Call	Chair	Action	
	2.	Approve March 12, 2026, Minutes	Chair	Action	4-6
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Customer Satisfaction Survey Results	Eric Haack/Catherine Vollmer (Great Blue)	Presentation	
	6.	Operations Report	Jessica Volanos	Presentation	
	7.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
	8.	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 agenzized 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, May 14, 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/84872162948>
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: 848 7216 2948
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 MARCH 12, 2026

CALL TO ORDER

TPAC Chair David Feinberg called the meeting to order at 9:31 a.m.

INTRODUCTIONS

TPAC Members and alternates in attendance: Chair - David Feinberg (Santa Monica Big Blue Bus), Fayma Ishaq (METRO), James Lee (Torrance Transit), Martha Graciano (LADOT), Silva Baghdanian (City of Glendale), Chaka Garbutt (Long Beach Transit), Erica Jacquez (Pomona Valley Transportation Authority), Britt Card (City of Pasadena), Tisha Lane (AVTA), Denise Donovan (Orange County Transportation Authority), Liliana Huerta (East Los Angeles Regional Center)

TPAC Members absent: Lamicia Butler (Montebello Bus Lines), LaShawn Gillespie (Foothill Transit), Tyron Gunn (City of Redondo Beach)

Access staff in attendance: Matthew Avancena, Andre Colaiace, Faustino Salvador, Bill Tsuei, Rogelio Gomez

APPROVE JANUARY 8, 2026, MEETING MINUTES

Motion: David Feinberg entertained a motion to approve the January 8, 2026, minutes.

First: James Lee

Second: Silva Baghdanian

Abstain: Britt Card

Motion: Passed

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that Access received a \$16.6M grant through the federal Buses and Bus Facilities Program for the Antelope Valley facility. They are also planning on constructing another facility in the City of Compton. He thanked AVTA for applying on behalf of Access. He thanked everyone for their support and also the Board for approving this. He and Randy Johnson traveled to D.C. and met with several

Congressional offices and met with the Department of Transportation and Office of Government Affairs. They applied for direct funding for certain projects. They received \$3M for Antelope Valley and this time they are requesting \$2M for their project in Compton. He thanked James Lee for his letter of support for this request. Some issues discussed in D.C. were their facilities projects discussion and also changing the bus facilities statute to be able to apply for next year. A lot of their fixed-route partners are also applying for themselves for the grants, so in the future they hope Access is able to apply directly to these grants. They are advocating for TNCs as well, so they are able to provide more to Access riders.

NORTHERN REGION RFP

Rogelio Gomez presented this item by discussing the status and next steps of the RFP for the Northern Region, which is the end of the contract with MV Transportation. The scope of work was developed about 10 years ago and they are looking to make some necessary changes to it now that their contract is almost over. He presented the following amendments, including a written quality assurance program to minimize excessively late trips. Updating KPI, liquidated damages, and performance standards for this new contract. The scope of work will be in line with the contracts in the other regions. They will require 95 hours of training for drivers and 27 additional hours for road supervisors, 43 hours for call takers, and 73 hours for dispatch. They have a risk manager and a customer service manager as well as key staff, like a cybersecurity specialist, and quality supervisor as well. Contractors are required to meet many requirements, and they are also required to have software that helps meet these requirements. This will help improve clarity and reduce no-shows. They also ask that the facility is exclusively for Access fleet only to ensure safety and security as well as cameras and sufficient lighting. Some challenges will be limited competition with other companies being able to bid for this proposal.

PUBLIC COMMENT

None

TECHNOLOGY UPDATE

Bill Tsuei presented the Technology Update. They received a lot of complaints about accessibility issues for the WMR app. They are enhancing the button for those who are visually impaired and the address population, which isn't available at this moment. Riders will also be able to search for addresses, and they will be able to use a mobile wallet to pay. They will have a trip history available and will improve the Dynamic Island area for the phones. Facial ID, fingerprint and biometrics will also be enabled.

OPERATIONS REPORT

Faustino Salvador presented the operational report by going through each region and giving the KPI statistics for each. He also mentioned the following highlights: Access

awarded the Western Region RFP to California Transit from May 2026 to October 2031. In February, staff implemented the Samsara camera system in vehicles. Lastly, Access has been preparing for the Abilities Expo, which will be held in April in Long Beach instead of the LA Convention Center. They are announcing the temporary stand number to all riders who are interested in attending.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

James Lee announced he would be retiring and thanked everyone for everything and said he would miss everyone at TPAC.

Chair Feinberg wished him well on his retirement and appreciated all the effort he had put into TPAC and wrote a letter of support to Access for this recent grant.

ADJOURNMENT

Motion: James Lee made a motion to adjourn the meeting. Tisha Lane seconded the motion.

Vote: Meeting adjourned at 10:31 a.m.