

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, April 8, 2021

9:30 a.m. – 11:30 a.m.

***Webinar - Please see note below**

TPAC MISSION STATEMENT

Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations. TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approve January 14, 2021 Minutes	Chair	Action	4-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Access Technology Survey	Eric Haack/Great Blue Research	Presentation	
	7.	Operations Update	Rogelio Gomez	Presentation	
	8.	Emergency Management Update	Matthew Topoozian/Mike Greenwood	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 at 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, April 8, 2021 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://zoom.us/j/92273573996>
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 an 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 -
Dial (for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 312 626 6799 or +1 929 205 6099 or +1 301 715 8592 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)
Webinar ID: 922 7357 3996
3. When the TPAC 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. If you cannot use the "raise hand" feature, the please submit a written comment as outlined above.
5. 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 JANUARY 14, 2021

CALL TO ORDER

Chairperson Gracie Davis called the meeting to order at 9:30 am.

INTRODUCTIONS

TPAC members and alternates in attendance: Gracie Davis (OCTA), Diane Amaya, (City of Redondo Beach, Beach Cities Transit), Silva Baghdanian (City of Glendale), Nicole Carranza (Pomona Valley Transportation Authority), Adrianna Hendricks (Montebello Bus Lines), Eric Hoch (Santa Monica Big Blue Bus), Fayma Ishaq (METRO), Kevin Parks McDonald (Foothill Transit), Ariel Bianca Moreno (LADOT), Trini Ramirez (City of Pasadena, DOT), Jesse Valdez (East Los Angeles Regional Center), and Frazier Watts (Gardena Bus)

TPAC Members absent: Kellie Irving (Long Beach Transit), James Lee (Torrance Transit), and Martin Tompkins (Antelope Valley Transportation Authority)

Access staff in attendance: Andre Colaiace, Matthew Avancena, Hector Rodriguez, F. Scott Jewell, Eric Haack, Matthew Topoozian, Bill Tsuei, Alvina Narayan, Randy Johnson, Mike Greenwood, Rogelio Gomez, Dina Garcia, Onnika Payne and Melissa Lucero

APPROVE SEPTEMBER 10, 2020 MEETING MINUTES

Motion: Chairperson Gracie Davis entertained a motion to approve the September 10, 2020 minutes.

First: Kevin Parks McDonald

Second: Eric Hoch

Vote: Via roll call, all were in favor, minutes approved.

Abstentions: None

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace, reported on the Access Board policy committees that convened on Monday, January 11th. He provided TPAC members with key highlights from each meeting. The Performance Monitoring Committee reviewed staff's recommendation to award the Southern Region contract to Global Paratransit, Inc. They approved the motion to bring the recommendation to the full board in February. Advocates from Sacramento and Washington D.C. provided members of the External Stakeholders Committee with legislative updates pertaining to paratransit services.

UBER TRANSIT

The Uber Transit team presented on the partnerships they formed with public transit agencies across the nation to enhance mobility options. They discussed the benefits of utilizing Uber's service-delivery model for enhanced paratransit services. The presenters also provided an overview of policies relating to driver safety, training and accessibility features in the app for people with disabilities.

2020 JOE KING AWARD

Eligibility Manager, David Foster, presented MTM staff member, Joanne Ceballos, as the 2020 Joe King Scholarship Award winner. Ms. Ceballos received paid tuition to attend University of the Pacific's Transit & Paratransit Management Certificate Program in the fall of 2020.

MID-YEAR FINANCIAL UPDATE

Deputy Executive Director, Hector Rodriguez, provided the mid-year financial update. He detailed the agency's expenditures and provided a comprehensive overview of the current fiscal budget. Mr. Rodriguez also identified the process for submitting the 2022 fiscal budget to METRO. It is expected to be due in February 2021. He discussed major initiatives that can potentially impact future fiscal projections. This included the possible acquisition of new facilities and the outcome of METRO's fareless system study.

RIDER 360 DATABASE

Director of Information Technologies, Bill Tsuei, provided an update on Rider 360. The database is transitioning to a cloud-based platform with enhanced security

measures. Version 2 features an improved user-interface and is HIPPA and PII compliant. It is expected to go live in March 2021. Training materials will be distributed to providers and staff.

OPERATIONS UPDATE

Chief Operations Officer, Mike Greenwood, presented the operations report for November 2020. Due to the ongoing pandemic Access continues to offer same-day trip and no-share ride services. When compared to yearly data the number of trips completed in November 2020 declined by 57%. Similar trends are found in the number of passenger trips completed, reservation calls, and online reservations.

Mr. Greenwood also detailed key performance indicators and highlights for each service area. Overall the decline in ridership has resulted in improved KPIs. For the first time in a number of years Access met its target preventable collision rate of 0.50 percent. He concluded his report with a status update on service contracts for the Southern Region and Antelope Valley.

EMERGENCY MANAGEMENT UPDATE

Emergency Management Coordinator, Matthew Topoozian, presented the COVID-19 operations report and an updated incident timeline. Access is currently operating four meal and grocery delivery programs. As of January 7th, the agency completed a total of 333,796 deliveries. That figure includes four active projects, as well as three additional projects that have since been demobilized.

Additionally, Mr. Topoozian provided an update on same-day service trips and curbside pick-up trips. He also reported that Access staff is actively engaging with Los Angeles County to prioritize vaccinations for paratransit operators

Public Comment

Mr. Bailey made a public comment on this agenda item. He suggested for Access to provide complimentary service when a driver is consecutively late for pick-up. He stated that this would incentivize efficiency and improve customer satisfaction. Mr. Topoozian thanked him for his comment and advised him that his questions would be addressed by the appropriate Access staff at the conclusion of the meeting.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None raised.

ADJOURNMENT

Motion: Chairperson Gracie Davis requested a motion to adjourn at 10:58am.
First: Fayma Ishaq
Second: Jesse Valdez
Vote: Meeting adjourned at 10:58am.