

# access

## AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING  
Thursday, December 9, 2021  
9:30 a.m. - 11:30 a.m.

**\*Webinar - Please see note below**

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order/Roll Call	Chair	Action	
	2.	Approve September 9, 2021 Minutes	Chair	Action	4-6
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Travel Training Program	Eric Haack/Dina Garcia	Presentation	
	6.	Technology Update	Bill Tsuei	Presentation	
	7.	Autonomous Vehicle Video	Bill Tsuei/Josh Southwick	Presentation	
	8.	Parents With Disabilities Update	Alex Chrisman	Presentation	
	9.	Operations Update	Rogelio Gomez	Presentation	
	10.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	

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## 11. Adjournment

Chair

Action

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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](mailto: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, December 9, 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](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/89860342643>
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](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: 898 6034 2643
4. 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.
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 9, 2021

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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), Silva Baghdanian (City of Glendale), Nicole Carranza (Pomona Valley Transportation Authority), Joshua Fogelson (LADOT), Sebastian Hernandez (City of Pasadena, DOT), Eric Hoch (Santa Monica Big Blue Bus), Fayma Ishaq (METRO), Adrianna Kendricks (Montebello Bus Lines), James Lee (Torrance Transit), Kevin Parks McDonald (Foothill Transit), and Frazier Watts (Gardena Bus)

**TPAC Members absent:** Diane Amaya (City of Redondo Beach, Beach Cities Transit) Kellie Irving (Long Beach Transit), Martin Tompkins (Antelope Valley Transit Authority), and Jesse Valdez (East Los Angeles Regional Center)

**Access staff in attendance:** Andre Colaiace, Matthew Avancena, Rogelio Gomez, Eric Haack, Melissa Lucero, F. Scott Jewell

APPROVE JUNE 10, 2021 MEETING MINUTES

**Motion:** Chairperson Gracie Davis entertained a motion to approve the June 10, 2021 minutes.

**First:** Kevin Parks McDonald

**Second:** Eric Hoch

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

**Abstentions:** Joshua Fogelson, Sebastian Hernandez and James Lee

GENERAL PUBLIC COMMENT

None

## EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace, provided an update on current projects and initiatives. In July, Access hosted a virtual community meeting to provide riders with updates on operations, eligibility, and the Where's My Ride app.

Members of the Access management team met with Metro CEO, Stephanie Wiggins, to provide an update on COVID-19 operations and service restoration efforts in August.

Mr. Colaiace concluded his report by sharing that Access staff toured Metro's new micro transit service and engaged in a Q & A session with Metro staff.

## OFFICER ELECTIONS

In accordance with TPAC bylaws, the committee conducted the annual election for new officers.

Motion: Sebastian Hernandez moved to elect Diane Amaya as TPAC Chairperson and Fayma Ishaq as TPAC Vice Chairperson.

Second: Eric Hoch

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

Abstentions: None

## OPERATIONS UPDATE

Operations Manager, Rogelio Gomez, presented the operations report for July 2021. He presented key performance indicators (KPIs) for each service area. In the first month of the fiscal year, service providers met 11 of the 13 key performance indicators (KPIs). He also provided an update on Access' COVID-19 response and service restoration efforts.

Mr. Gomez concluded his report with operational highlights. Access staff will present the Antelope Valley Service Contract RFP at the next Performance Monitoring Committee. Lastly, the Road Safety Inspector team successfully negotiated for two new Access stand-sign locations at SoFi Stadium in Inglewood.

## BIENNIAL CUSTOMER SURVEY

Strategic Planner, Eric Haack, presented the upcoming Access Biennial Customer Survey. The questionnaire measures customer satisfaction and identifies potential areas for service improvement. The survey consists of approximately 60 questions

focusing on the customer experience, available agency services, and rider demographics. It will be administered via telephone, email, text and posted on the Access website. The survey is expected to begin after the 2021 holiday season.

### STRATEGIC PLAN

Strategic Planner, Eric Haack, provided an update on Access' Strategic Plan. He summarized the six main categories of the strategic plan and discussed major challenges facing the paratransit industry. The agency is positioning itself to proactively respond to increases in paratransit demand and regulatory changes, such as AB5. Access staff will continue to gather input from customers, committees and agency partners to help inform agency goals and initiatives going forward.

### NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None raised.

### ADJOURNMENT

Motion: Vice Chairperson Fayma Ishaq requested a motion to adjourn at 10:34am.  
First: Sebastian Hernandez  
Second: Kevin Parks McDonald  
Vote: Meeting adjourned at 10:34am.