

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, February 10, 2022
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 December 9, 2021 Minutes	Chair	Action	4-7
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	2021 Joe King Award Winner	Jessica Volanos	Presentation	
	6.	Consideration to Modify Key Performance Indicators and Standards	Mike Greenwood	Presentation	
	7.	Customer Service Update	Susanna Cadenas	Presentation	
	8.	Operations Update	Rogelio Gomez	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 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 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, February 10, 2022 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/85028476421>

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 -
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: 850 2847 6421
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 DECEMBER 9, 2021

CALL TO ORDER

Chairperson Diane Amaya called the meeting to order at 9:30 am.

INTRODUCTIONS

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

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

Access staff in attendance: Andre Colaiace, Matthew Avancena, Rogelio Gomez, Eric Haack, Dina Garcia, Bill Tsuei, Josh Southwick, Alex Chrisman, Melissa Lucero, F. Scott Jewell

APPROVE SEPTEMBER 9, 2021 MEETING MINUTES

Motion: Chairperson Diane Amaya entertained a motion to approve the September 9, 2021 minutes.

First: Kevin Parks McDonald

Second: Silva Baghdanian

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

Abstentions: Trini Ramirez and Jesse Valdez

GENERAL PUBLIC COMMENT

None

Executive Directors Report

Executive Director, Andre Colaiace provided an update from the FTA. Access is scheduled for a Triennial Review in April 2022.

He also provided an update on the Eligibility center. In-person assessments resumed on December 1st for new customers only.

Mr. Colaiace concluded his report by sharing that Access staff would serve on three Metro taskforces to represent agency and customer interests.

Travel Training Program

Strategic Planner, Eric Haack and Assistant Administrative Analyst, Dina Garcia presented on the Travel Training Program. They discussed ridership data and trends associated with travel trained customers.

Approximately 65% of travel-trained customers use fixed route services for one to three years after their training. Fifty percent of these customers continue to use fixed route services after four to six years. Only 10% of travel trained customers use paratransit services with no fixed route trips. The analysis concluded that travel trained customers use paratransit services on less frequent basis than those who are not trained.

Public Comment:

Fernando Roldan, CALIF Board Member, suggested introducing travel training for boarding Metro Micro buses. He proposed a partnership between Access and Metro to provide discounted fares for riders using the service. He stated it would be easier to use it if he could use his Access card as a form of payment.

Technology Update

Director of Information Technology, Bill Tsuei provided the technology update. Between 2020 and 2021 the agency completed cybersecurity enhancements, underwent a systems backup, and implemented updates to Rider360.

He provided an update on the FTA Mobility for All Grant - Accessible Traveler Mobile App. The 18 month project began in June 2022. Enhancements to the Where's My Ride application will include a mobile ticket and e-wallet, trip planner features and mobile reservations.

Mr. Tsuei concluded his report with an overview of major IT projects. The Trapeze Online Reservation is expected to go live in the Northern and Santa Clarita regions in late February.

Autonomous Vehicle Video

Chief Marketing and Creative Officer, Josh Southwick and Mr. Tsuei co-presented a short video featuring the assembly of Access' autonomous paratransit vehicle. The accessible autonomous vehicle is expected to be available in October 2021 and will be featured in multiple vehicle roadshows.

Parents with Disabilities

Project Administrator, Alex Chrisman, and Eric Haack, provided an update on the Parents with Disabilities Program (PWD). The program is available in all six service areas. As of December 1, 2021, 31 riders are currently eligible for the service. More than 2,000 trips have been completed since its launch in August 2021.

Operations Update

Operations Manager, Rogelio Gomez presented the operations report for October 2021. He presented key performance indicators (KPIs) for each service area. In October, service providers met 11 of the 13 KPIs. He discussed operational challenges and a plan to assist with contractor staffing.

Mr. Gomez concluded his report with an update on LA taxi rules. New regulations allow for light branding on taxi vehicles. The Access logo must still be displayed on the vehicle.

Public Comment:

Fernando Roldan recommended connecting with CALIF to assist with recruitment efforts. He suggested offering a signing bonus for new drivers and staff.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None raised.

ADJOURNMENT

Motion: Chairperson Diane Amaya requested a motion to adjourn at 10:59am.

First: Gracie Davis
Second: Silva Baghdanian
Vote: Meeting adjourned at 10:59am.