

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, January 12, 2023

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 November 10, 2022 Minutes	Chair	Action	4-8
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	2022 Joe King Award Recipient	Karen Gilbert/MTM Staff	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 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, January 12, 2023 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/83384907647>
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: 833 8490 7647
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.

**ITEM 2  
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE  
MEETING MINUTES FOR THURSDAY NOVEMBER 10, 2022**

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**CALL TO ORDER**

Director of Planning, Matthew Avancena called the meeting to order at 9:30 am.

**INTRODUCTIONS**

**TPAC members and alternates in attendance:** Luz Echevarria (City of Glendale), Erika Jacquez (Pomona Valley Transportation Authority), Gracie Davis (OCTA), Chaka Garbutt (Long Beach Transit), Fayma Ishaq (METRO), Esteban Rodriguez (Antelope Valley Transit Authority), Janna Smith (LADOT), David Feinberg (Santa Monica Big Blue Bus), James Lee (Torrance Transit), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Trini Ramirez (City of Pasadena, DOT), and Jesse Valdez (East Los Angeles Regional Center)

**TPAC Members absent:** Frazier Watts (Gardena Bus), Adrianna Kendricks (Montebello Bus Lines), Kevin Parks McDonald (Foothill Transit)

**Access staff in attendance:** Matthew Avancena, Bill Tsuei, Faustino Salvador, F Scott Jewell, Mike Greenwood, Andre Colaiace, Rogelio Gomez, Veronica Guzman-Vanmarcke

**APPROVE SEPTEMBER 8, 2022 MEETING MINUTES**

Motion: Fayma Ishaq entertained a motion to approve the September 8, 2022 minutes.

First: Gracie Davis

Second: Gracie Davis

Abstain: Jesse Valdez

Vote: Via roll call, minutes were approved.

Abstentions: None

**GENERAL PUBLIC COMMENT**

None

## **EXECUTIVE DIRECTOR'S REPORT**

Executive Director, Andre Colaiace, announced that one of their main initiatives that they were working on was to own or control their own operating maintenance facilities that are used by their contractors. Currently in five of the six regions, the contractors lease their facilities and given the scarcity of suitable operating sites in Los Angeles County, this is problematic. First, it makes it difficult for other companies to bid when they put out contracts because they can't find suitable operating sites. This reduces competition and increases costs to the region and to Access. Second, if one of the contractors lose their lease, it could lead to significant operational disruption if they can't find another suitable site. Third, owning rather than leasing a site is more affordable in the long run, given the asset is owned by the agency and the region. As they move toward electrification or perhaps hydrogen, any funds spent on improvements such as charging stations could be wasted if they have to move to a new site. They have received two checks totaling 13.2 million from the Federal Emergency Management Agency for reimbursement for Access's activities during the COVID 19 pandemic. The checks combined with other reimbursements from the city of Los Angeles and Medi-Cal and the recent \$5 million dollar grant award means Access staff have brought in over \$20 million in outside funding this calendar year. Per the Board, these FEMA funds will be placed into Access' facilities, development, and construction fund. He thanked Hector Rodriguez and Matthew Avancena for their hard work navigating the complex FEMA reimbursement processes. They also met with Metro about capital planning for the 2028 Olympic and Paralympic Games. They know Metro is in the process of compiling a project list which will then be used as a basis for requesting funding from both the state and federal governments as well as the Olympic Committee.

## **NEXT GEN IMPACT**

Director of Administration, F Scott Jewell shared information on the potential impacts that the NextGen service changes by Metro will have on the Access service area map. This is something that would only affect Metro when it was approved by the Metro board in October 2020 and then they implemented in June '21. In terms of Access' service area map, it is based on fixed route three quarter mile boundary, meaning that they have to provide service three quarters of a mile along each fixed route regular service. Other services are also impacted, and they all have a map that shows where these boundaries are and where they can provide service for both pickups and drop offs. They wanted to do a data sample to have a better understanding of what sort of impact the NextGen bus plan would have. They have looked at all trips between January 1st, 2022 and July 31st, 2022 and this Metro NextGen map that's currently in

place, details all the impacts of the change in service for all the fixed route operators on the Access service area map.

After they looked at the research, they were able to have a new map, which would make about 8,600 trips considered out of the service area, which could affect up to 690 individual riders. No changes have been made until they meet with the CAC in December or January. From then on, they plan to develop a plan for affected customers and request Board approval in the next Board cycle.

### **PUBLIC TRANSPORTATION AGENCY SAFETY PLAN**

Chief Operations Officer, Mike Greenwood provided information on this item by discussing Access's new Public Transportation Agency Safety Plan (PTASP). In 2019, the Federal Transit Administration formalized a new requirement that transit agencies implement an agency safety plan by July of 2020. The requirement is tied to receiving a specific type of federal funding known as 5307 or the Urbanized Area Formula Funding Program. Access did not receive 5307 funding in fiscal years '21 or '22, but it will in FY '23. Access is working towards completion and adoption of its Public Transportation Agency Safety Plan based on safety management system principles. If anyone has interest in the source of the requirement, it can be found in the code of federal regulations, specifically Title 49 CFR part 673. Access has long had a focus on safety, but the PTASP requirement requires that efforts be formalized in a plan. Access has three safety-based key performance indicators or KPIs that include the preventable collision rate, the preventable incident rate, and the maintenance KPI miles between road calls. Access has six road safety inspector positions who monitor the streets as well as a safety steering committee. They also have an internal safety committee that meets regularly to focus on safety in the workplace. The SmartDrive camera system is a big part of the safety program, and they also have a safety driver incentive program in which drivers are rewarded for safe miles driven. They do safety audits on all the contractors that include vehicle inspections, facility inspections and driver training files. The plan must provide Access's safety programs and processes and identify areas of responsibility for safety. It needs to include performance measures and targets. Then it would be sent to the Metropolitan Planning Organization, in this case SCAG, the Southern California Association of Governments, to notice them of our safety targets.

### **PUBLIC COMMENT**

Mel Bailey made a public comment by asking what type of safety training was being provided for drivers to help navigate visually impaired persons. He has had drivers

that do not speak English well and they couldn't communicate. He also stated that the camera outside the vehicle doesn't record everything.

### **WMR/TECHNOLOGY UPDATE**

Director of IT, Bill Tsuei, presented the technology update. He presented the accessible mobile app as they were awarded a grant to work on this pilot. He explained that this is being tested at the Rancho Los Amigos center and the app is an extension of the Where's My Ride app. They have a mobile ticket wallet and trip planner function implemented in this app but are not yet integrated with Rider360, so it has not yet been introduced to the public yet. They anticipate completing the whole project by the end of December of that year. One of the functions is the BOE Beacon which will be used as wayside guidance, for onboarding as well as mobile ticket validation. They also have one region testing the mobile reservation function to be available through the mobile apps. They are in discussion with the city of Santa Clarita to upgrade their Trapeze software to be able to apply the API that they created for their reservation purposes.

The second part is the accessible autonomous vehicle pilot. The vehicle was developed in October 2021, and it went through different major demonstrations and also a trade show. They plan to have a regional demonstration in late 2022, early 2023. They are also in discussion with Ranchos Los Amigos to conduct the live demo probably for a duration of three to six months, starting the first quarter of 2023.

### **PUBLIC COMMENT**

Mel Bailey made a public comment by stating that he appreciates the significant improvement with the tech support and with the app. He also stated that concerning the tablet, he thinks that the tablet is positioned in a way where only the driver could see it. He thinks this could increase no-shows so if there could be an optout option, it would be great.

### **EASTERN REGION SCOPE OF WORK**

Manager Operations, Rogelio Gomez, presented the eastern region scope of work. Since the contract is up in March of 2024, they have started to get ready to go through the procurement process for an RFP. They are working on the scope of work which details the expectations of the contractor or potential bidders. The new scope of work will be part of the request for proposal that will be released in January 2023. The draft of the new scope of work encompasses Access philosophy, policy changes, goals, and board direction. They have added quality assurance programs, specific training curriculum such as curb collision avoiding training. They also increased training hours

for multiple positions that include driver and dispatcher training, required full-time positions such as deputy general manager, a full-time recruiter, and increased the minimum number of road supervisors out on the field. They have also increased the focus on safety and on the need to offer competitive wages and benefits to the frontline employees. They will send it to the Board performance monitoring committee next week for approval.

## **OPERATIONS REPORT**

Project Administrator, Faustino Salvador, presented the performance statistics and KPIs for September. He stated that Access assisted with trips to and from the Real Abilities Film Festival. Access services also participated in the great shakeout on October 20th. He stated while COVID 19 is at a low transmission level in Los Angeles County, Access is still seeing cases amongst its contractors and riders. Fortunately, cases have been declining. In August 2022, there were 32 contractor cases and 21 rider cases. In September, they experienced a decline with 12 cases among our contractors and eight rider cases. Access staff continue to do contact tracing to reduce the spread to other riders and our drivers. Face covering remains a requirement on-board access vehicles while in transport.

## **PUBLIC COMMENT**

Mel Bailey made a public comment by stating that with the reports of the increases with the usage of the Where's My Ride app and online reservation, he was wondering if they have considered reallocating the resources, or reducing the amount of CSRs that are needed. When scheduling a ride, they must sometimes keep calling back, it just kind of seems like this is ineffective. He also thanked Access for the rides to the festival as well.

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

Matthew Avancena introduced Administrative Assistant, Veronica Guzman-Vanmarcke in charge of the TPAC meetings, since Melissa Lucero moved to another department.

F Scott Jewell reminded everybody that Access's annual meeting is coming up this Monday from 9:30 to 10:30. He encouraged everyone to join a bit early since it is a quick meeting followed by committee meetings.

## **ADJOURNMENT**

Motion: Vice Chair Fayma Ishaq requested a motion to adjourn at 11:30am.



First: Gracie Davis  
Second: Fayma Ishaq  
Vote: Meeting adjourned at 11:30am.