

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, January 9, 2025

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 12, 2024 Minutes	Chair	Action	4-6
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Operations Report	Jessica Volanos	Presentation	
	6.	Officer Nominating Sub-Committee	Matt Avancena	Discussion	
	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 9, 2025 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/87222238696>
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: 872 2223 8696
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 SEPTEMBER 12, 2024

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**CALL TO ORDER**

TPAC Chair Fayma Ishaq called the meeting to order at 9:34 a.m.

**INTRODUCTIONS**

**TPAC members and alternates in attendance:** Fayma Ishaq (METRO), Silva Baghdanian (City of Glendale), Martha Oliva (LADOT), Erica Jacquez (Pomona Valley Transportation Authority), Melissa Mungia (Orange County Transportation Authority), Liliana Huerta (East Los Angeles Regional Center), David Feinberg (Santa Monica Big Blue Bus), Sebastian Hernandez (City of Pasadena).

**TPAC Members absent:** Adrianna Kendricks (Montebello Bus Lines), Diane Amaya (City of Redondo Beach Cities Transit), James Lee (Torrance Transit), Chaka Garbutt (Long Beach Transit), Tisha Lane (AVTA), LaShawn Gillespie (Foothill Transit).

**Access staff in attendance:** Matthew Avancena, Andre Colaiace, Vicente Pena, Veronica Guzman-Vanmarcke, Grace Clement, Eric Haack

**APPROVE JULY 11, 2024 MEETING MINUTES**

Motion: Fayma Ishaq entertained a motion to approve the July 11, 2024 minutes.

First: David Feinberg

Second: Sebastian Hernandez

Abstentions: Melissa Munguia

**MEMBER DISCUSSION**

Chair Fayma Ishaq stated that instead of "...he stated", it should be changed to "she stated" at the end of the July 2024 meeting minutes.

**GENERAL PUBLIC COMMENT**

None

**EXECUTIVE DIRECTOR'S REPORT**

Executive Director, Andre Colaiace stated that they hosted a virtual community meeting. They had excellent attendance with more than 100 customers participating via Zoom. Staff from Planning and Customer Service presented a number of topics to

ensure customers are well-informed about changes with regards to Access. Topics included free fare travel training and group travel training programs. And our upcoming text-to-chat pilot program, which will allow people to get customer service via their phones by texting with ALTA, our customer service contractor. He thanked Randy Johnson and the Access staff who hosted the meeting on a Saturday.

## **STRATEGIC PLAN KICK OFF**

Eric Haack, Manager of Strategic Planning with Access Services presented this item along with Access intern, Grace Clement. They presented the Strategic Plan kickoff presentation related to Access Services' upcoming five-year strategic plan for the fiscal, 2026 to fiscal year 2030. Grace stated that the objective of creating a five-year plan for Access Services is to look actively at the years ahead and plan for the future. Identify those things that are present-day or anticipated challenges, develop solutions that may roll out over multiple years, have a central plan that provides focus for the agency, but also transparency for our partners to discuss Access' goals.

Eric Haack stated that Access has sought to expand its funding sources where it was receiving funding. Access achieved this with reimbursement for COVID assistance that the agency performed as well as funding for the purchase and improvement of the aforementioned contractor property. These are revenue sources that did not exist for Access before. There have been improvements made to the Where's My Ride app and there has been adoption of different technological aids including online reservations. These services were launched most recently in the Antelope Valley, expanding the reach of these services and there's a proposed launch period for the Northern San Fernando Valley region as well.

These are some of the areas that stand out as far as upcoming events; The World Cup in 2026, the Super Bowl in 2027, the 2028 Olympic and Paralympic games coming to Los Angeles. Current projections also show a growth in the number of customers seeking paratransit eligibility and also a growth in trip demand over the next several years. This will necessitate the expansion of Access's fleet, a challenge to the new fleet. A challenge to the new fleet are requirements to transition to zero-emission vehicles, either electric or fuel cell vehicles. Additionally, Access's current staffing levels may be challenged as Access expands its service due to growth and demand and also by entering into more complex areas such as real estate management and maintenance. Also, as is common, by 2030, they can expect some important figures, and Access may approach their own retirement and how will this agency respond to changes going forward.

## **OPERATIONS REPORT**

Vicente Pena presented the statistics for the rides in the month of September. He discussed the Access community meeting on July 24th via on Zoom where a wide range of topics were discussed. There were two presentations given at the community

meeting. One presentation was related to the free fare program and travel training for Access riders. The other presentation was the OMC text-to-chat feature and how riders can utilize that function. If a rider had an individual concern related to a particular trip, an Access staff member and the rider were placed on Zoom breakout rooms to address any concern.

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

Matthew Avancena introduced some returning members to the TPAC committee; David Feinberg from Santa Monica Big Blue Bus, Melissa Munguia from Orange County Transportation Authority, and Sebastian Hernandez from the City of Pasadena Department of Transportation. He welcomed them to TPAC.

### **ADJOURNMENT**

Motion: Chair Fayma Ishaq requested a motion to adjourn the meeting.  
First: David Feinberg  
Second: Erika Jacquez  
Vote: Meeting adjourned at 10:08am