

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, March 12, 2026
9:30 a.m. - 11:30 a.m.

3449 Santa Anita Avenue
3rd Floor Council Conference Room
El Monte, CA 91731

***Webinar - Please see note below**

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order/Roll Call	Chair	Action	
	2.	Approve January 8, 2026 Minutes	Chair	Action	4-7
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Northern Region RFP	Rogelio Gomez	Presentation	
	6.	Technology Update	Bill Tsuei	Presentation	
	7.	Operations Report	Faustino Salvador	Presentation	
	8.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
	9.	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 to 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, March 12, 2026 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/87347050603>
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 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: 873 4705 0603
4. When the TPAC Chair calls for the item on which you wish to speak, press *9 to raise your 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 JANUARY 8, 2026

CALL TO ORDER

TPAC Chair David Feinberg called the meeting to order at 9:31 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Chair- David Feinberg (Santa Monica Big Blue Bus), Fayma Ishaq (METRO), James Lee (Torrance Transit), Janna Smith (LADOT), Silva Baghdanian (City of Glendale), Chaka Garbutt (Long Beach Transit), Tyrone Gunn (City of Redondo Beach), Erica Jacquez (Pomona Valley Transportation Authority), Britt Card (City of Pasadena)

TPAC Members absent: Tisha Lane (AVTA), Melissa Mungia (Orange County Transportation Authority), Liliana Huerta (East Los Angeles Regional Center) Lamicia Butler (Montebello Bus Lines), LaShawn Gillespie (Foothill Transit)

Access staff in attendance: Matthew Avancena, Andre Colaiace, Faustino Salvador, Eric Haack, Alex Chrisman, Mayra Perez-Calderon, Mayra Noriega, Rogelio Gomez.

APPROVE SEPTEMBER 11, 2025 MEETING MINUTES

Motion: David Feinberg entertained a motion to approve the September 11, 2025 minutes.

First: James Lee

Second: Chaka Garbutt

Abstain: None

Motion: Passed

GENERAL PUBLIC COMMENT

Maria Skelton made a public comment by introducing herself and wishing everyone a good morning.

Fernando Roldan made a public comment by stating that he would like to honor Martin Luther King, also Ed Roberts, the founder of the Independent Living Centers in California and Ben Rockwell, he was an advocate for the city of Long Beach. He would also like to see if they can extend more rides, especially on the weekends in the Antelope Valley. They still need to address shared rides and the weight limit on

allowed packages on the rides. He would also like to suggest they provide free rides to anyone who is in an area that is affected by fires in the future.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace stated that Access will be allocated federal funding, also known as STBG funds, for its operations. Previously, these funds were directly allocated by the Metro Board. Under a new process mandated by the FTA, these funds are now being distributed by SCAG through a competitive process. There was \$3 billion in project requests, and the results were positive—Access received \$131.8 million over the two-year period covering FY27 and FY28. This was the largest amount awarded to any project in this process and demonstrated that SCAG staff were attentive to the needs of LA County's paratransit system. Access has traditionally received approximately \$80 million a year from Metro. He noted that a debrief with SCAG is scheduled for next week to discuss these results and how the funds can be used. An online community meeting is planned for February 28th. Staff will present information on where customers can find resources to help them use the Where's My Ride app and online reservations. Afterward, there will be an open forum for customers to ask questions about the service and receive individual assistance from staff as needed.

DRAFT STRATEGIC PLAN

Eric Haack stated that the upcoming final draft Strategic Plan will go before Access's Board at its February meeting. The goal of developing a 5-year strategic plan for Access Services is to accomplish several objectives: to proactively consider the next five years and plan for the future, to identify current challenges as well as anticipated issues the agency may face, and to develop solutions that can be implemented over multiple years. Having a central plan will help focus the agency's efforts and provide transparency for its partners. Lastly, improvements have been made to customer-facing programs, such as the Where's My Ride app and online reservations.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he is a member of the Accessibility Advisory Committee for Metro. He proposed that Access Services join future meetings with Metro, especially with the upcoming events that are coming up so that there is a smooth transition to the upcoming sporting events.

VISITOR POLICY

Mike Greenwood provided an update on the visitor policy for Access. Especially with all the big sporting events coming to Los Angeles in the next couple of years, and a big part of that is that we expect a lot of visitors to come to Los Angeles to take part in those events. Visitors do not need to apply for service, nor do they need to go through the Eligibility Center in Commerce to receive eligibility certification. They do need to

present documentation to Access that they are ADA paratransit eligible. Visitor eligibility is covered in Access's Rider's Guide. Eligible visitors to L.A. can ride the service for 21 days during a one-year period. The customer relations department is responsible for processing visitor requests for eligibility, and the turnaround is usually very quick. And on average, they get about 500 requests a year from visitors coming from outside Los Angeles County to use Access.

GROCERY DELIVERY PILOT

Randy Johnson introduced the grocery delivery pilot that is proposed through Instacart. It will give more options to the riders, will in turn save money for the region and it will give riders more independence. Staff are designing the program after a similar program that is offered in Portland, Oregon. It's like a travel training program in that it replaces an Access ADA trip with a delivery trip.

Bruce Frink also presented the financial benefit to this program by stating that Access would cover the initial cost of \$99 for the entire year, which is equal to a one round-trip cost that is \$99.25. At least 10% of all trips are to grocery and other retail stores, and that equals about 30,000 trips per month to these types of locations. The pilot will last for 6 months, and they will select 200 test riders. They will develop a list of about 500 riders that go to grocery and retail stores regularly. Once they have the program running, and it gets approved by Access staff and the Board first.

PUBLIC COMMENT

Maria Skelton asked how she could sign up. She schedules rides to go to the grocery store a couple of times a week, so she loves this delivery idea.

OPERATIONS REPORT

Jessica Volanos presented operational statistics and shared several important highlights. Access staff closely monitored severe weather conditions over the Christmas holiday, with the Emergency Operations Center activated at the duty officer level. Late on Christmas Eve and early Christmas morning, Access responded to a request from the Los Angeles County EOC. Nine individuals who had been rescued by the fire department from flooded vehicles were safely transported to shelter by an Antelope Valley contractor, Transdev. Access's safety video focused on transit worker assault safety has been finalized and was presented to Access contractors during the Safety Steering Committee meeting held on December 23rd. Access staff conducted outreach at 12 locations throughout Los Angeles County in December to strengthen dialogue with organizations experiencing higher-than-normal trip volumes. Finally, in coordination with the CAC Operations Subcommittee, Access published an Operations Bulletin for contractor staff clarifying the current package policy. The update emphasizes that the policy applies to all passengers, including guests and

PCAs, not just Access riders. Contractors have shared the bulletin with drivers and are incorporating it into their training sessions.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None

ADJOURNMENT

Motion: Fayma Ishaq made a motion to adjourn the meeting. Erika Jacquez seconded the motion.

Vote: Meeting adjourned at 10:39am