

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, May 8, 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 March 13, 2025 Minutes		Chair	Action	4-7
3.	General Public Comment		Chair/Public	Information	
4.	Executive Director's Report		Andre Colaiace	Information	
5.	Emergency Preparedness Video		Alex Chrisman	Video	
6.	West Central Region RFP Preview		Jessica Volanos	Presentation	
7.	Operations Report		Byron Barrientos	Presentation	
8.	Access to Work Update		Eric Haack	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 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 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](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, May 8, 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/82736700078>
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](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: 827 3670 0078
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 MARCH 13, 2025

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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 Baghbanian (City of Glendale), James Lee (Torrance Transit), Erica Jacquez (Pomona Valley Transportation Authority), David Feinberg (Santa Monica Big Blue Bus), Janna Smith (LADOT), Britt Gard (City of Pasadena), Tyrone Gunn, Chaka Garbutt (Long Beach Transit), LaShawn Gillespie (Foothill Transit), Tisha Lane (AVTA)

**TPAC Members absent:** Liliana Huerta (East Los Angeles Regional Center), Melissa Munguia (Orange County Transportation Authority), Adrianna Kendricks (Montebello Bus Lines)

**Access staff in attendance:** Matthew Avancena, Andre Colaiace, Garrett Rodriguez, Mayra Noriega, Bill Tsuei, Thomas Lee, Eric Haack, Veronica Guzman-Vanmarcke

**APPROVE JANUARY 9, 2025 MEETING MINUTES**

Motion: Fayma Ishaq entertained a motion to approve the January 9, 2025 minutes.  
First: Silva Baghbanian  
Second: Tisha Lane  
Abstain: LaShawn Gillespie, Britt Gard

**GENERAL PUBLIC COMMENT**

None

**EXECUTIVE DIRECTOR'S REPORT**

Executive Director, Andre Colaiace stated that the Abilities Expo was held this past weekend at the Los Angeles Convention Center. It was one of their biggest trip generators during the year in terms of special events. He thanked everyone for attending the event that weekend and representing Access at the Abilities Expo. He reminded them that the regional community meeting was going to be held on Saturday, March 15th. It's a great opportunity for customers to hear the latest about

Access and receive personalized assistance if they're having any issues. He thanked Randy Johnson and the Access team for putting it together. A few weeks ago, he made a presentation to Metro's Finance Budget and Audit Committee about Access. He gave a mid-year operational financial update and then answered questions from the committee. There's a lot of interest on that committee, particularly because it's comprised of the Board of Supervisors, Horvath and Barger about the emergency response to the recent wildfires. Overall, the presentation went well, the committee members were complimentary of their efforts and look forward to working with them on regional emergency response issues moving forward. He gave an update on the status of the flex pilot program. It was a program in the southern region that was designed to integrate Uber and potentially Lyft and other TNCs into the next state paratransit services to try and use them similar to the use of taxis. They are suspending the program for a number of different reasons. They were never able to attain critical mass in terms of trip usage by the southern region contractor. The biggest factors was the regulatory uncertainty that surrounds these types of programs. TNCs like Uber and Lyft do not have drug and alcohol testing, which is a federal requirement. However, in late December, the Federal Transit Administration promulgated revisions to its guidance suggesting that it's not. They learned a lot of things about how best to run this type of program and there is a positive that came out of it. They used the fare payment system that was programmed into the Where's My Ride app, to have customers who are using the flex program pay fares and it is going to be expanded to the rest of the customers at some point in the future.

### **PUBLIC COMMENTS**

None

### **MOBILE TICKETING**

Bill Tsuei and Thomas Lee gave a presentation on the Where's My Ride statistics and the mobile ticketing. They have a new version of a Where's My Ride Smartphone app that was released to public on July 3rd, 2023. The online reservation made from the smartphone app has increased from 5% to 10% over a year. Basically over 10% of the trips are made by the Where's My Ride app and at the same time, the web booking, the online reservation made by the web application remains at about 10%. They still have the current web online reservation and have created another button as well. Additionally, they also have the Rider to Driver communication feature available now.

### **MEMBER DISCUSSION**

Chair Ishaq asked if in regard to the web online booking, it's available in the Northern region. Thomas Lee responded that it wasn't available for the Santa Clarita region. It supports all other regions, though.

David Feinberg asked if that has to do with the different software packages that are running in those areas. They currently have a philosophy of where the contractors bring their own software. They have 5M in most regions, but then Trapeze and the Northern and Santa Clarita regions. He asked if the version of trapeze in Santa Clarita is different than the version in Northern Regions. Bill Tsuei responded that they have recently updated to the same version, but Santa Clarita is currently in process of transition from Trapeze to a different software called Spare. That's why they haven't enabled the online reservation in that region, but they will do so after the transition to the new software.

### **CTSA E-BOOK**

CTSA analyst Mayra Noriega gave this presentation. She stated the Consolidated Transportation Services Agency for Los Angeles County; Access Services seeks to foster and promote coordination among public transit operators and existing social service transportation providers. Their mission is to connect transportation professionals with health and human service representatives to bridge transit needs throughout LA County. To accomplish this, CTSA extension provides its network with diverse opportunities for across industry collaboration. The agency offers specialized trainings and workshops designed to enhance professional skills and knowledge essential to delivering safe and effective transit and paratransit services. CTSA extension trainings are available both in person at the headquarters office or online on a virtual platform. The course catalog is accessible annually through the learning and development eBook, which is posted on the Access website. These classes are subsidized by the agency and are typically offered at no cost to attendees.

### **OPERATIONS REPORT**

Garrett Rodriguez presented the statistics for operations and gave some highlights. He stated the operations team continued community outreach efforts in February with visits to the following, Forever Young Adult Day Healthcare in Baldwin Park, Sunny Day Adult Day Healthcare in El Monte, Star Adult Day Healthcare in El Monte as well, Antelope Valley College in Lancaster, Central Adult Day Healthcare Center in Los Angeles and lastly, Robertson Adult Day Healthcare Center in Beverly Hills. The Abilities Expo took place at the Los Angeles Convention Center March 7th through the 9th where Access facilitated over 700 trips. Access and contractor staff ensured smooth transportation and staffed the Access booth to engage with participants and answer questions.

### **TPAC OFFICER ELECTIONS**

Matthew Avancena reported that Ms. Silva Baghidian from the Glendale Beeline and David Feinberg from the Santa Monica Big Blue Bus, volunteered to serve on the nomination subcommittee. He is pleased to report that Fayma Ishaq is willing to serve another term as the TPAC Chair and David Feinberg from Santa Monica, Big Blue Bus was gracious enough to also volunteer to serve as the TPAC Vice Chair. He will form a

nominating committee in a couple of months so that they can have elections for the FY '25-26 fiscal year. With that information, he asked they vote to elect Fayma Ishaq as the Chair and David Feinberg as Vice Chair.

Motion: Matthew Avancena asked for a motion to elect the above officers

First: Chaka Garbutt

Second: Erika Jacques

Abstain: None

### **FREE FARE & TRAVEL TRAINING UPDATE**

Manager of Strategic Planning Eric Haack presented this update. He spoke on what the program entailed, how the program was being used by Access customers, what the benefits that Access and its customers experience with the free fare program and what steps is Access employing to familiarize customers with the free fare program choices.

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

None

### **ADJOURNMENT**

Motion: Chair Fayma Ishaq requested a motion to adjourn the meeting.

First: David Feinberg

Second: Silva Baghbanian

Vote: Meeting adjourned at 10:15am