

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, November 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 September 8, 2022 Minutes	Chair	Action	4-8
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Next Gen Impact	F Scott Jewell	Presentation	
	6.	Public Transportation Agency Safety Plan	Mike Greenwood	Presentation	
	7.	WMR/Technology Update	Bill Tsuei	Presentation	
	8.	Eastern Region Contract Scope	Rogelio Gomez		
	9.	Operations Report	Faustino Salvador	Presentation	
	10.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
	11.	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, November 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/86750526547>

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: 867 5052 6547
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 8, 2022

CALL TO ORDER

Director of Planning, Matthew Avancena called the meeting to order at 9:35 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), and Frazier Watts (Gardena Bus), David Feinberg (Santa Monica Big Blue Bus),

TPAC Members absent: Adrianna Kendricks (Montebello Bus Lines), James Lee (Torrance Transit), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Trini Ramirez (City of Pasadena, DOT), Kevin Parks McDonald (Foothill Transit), Jesse Valdez (East Los Angeles Regional Center)

Access staff in attendance: Matthew Avancena, Eric Haack, Alvina Narayan, Rogelio Gomez, Melissa Lucero

APPROVE JULY 14, 2022 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the July 14, 2022 minutes.
First: Gracie Davis
Second: Frazier Watts
Vote: Via roll call, minutes were approved.

Abstentions: Luz Echavarria

GENERAL PUBLIC COMMENT

Fernando Roldan made a public comment. He wanted to thank everyone for hosting the committee event back in August. He has an issue with shared rides and the way they are routed. He also stated that the newer buses are not user friendly and not accessible.

EXECUTIVE DIRECTOR'S REPORT

None

DIVERSITY, EQUITY AND INCLUSION PLAN

Manager, Training and Compliance, Alvina Narayan stated that in 2022, staff drafted, and the Board approved the agency's first Diversity, Equity, and Inclusion Plan (DEI). The presentation provided an overview of the plan and highlighted some of the progress they have made with the outlined DEI initiatives. Since its creation in 1994, Access Services has served the disability community by promoting access to all modes of transportation. Diversity, equity, and inclusion initiatives and efforts have been threaded into the services and organization since the very beginning.

In addition to the ADA paratransit mandate, DEI concepts are reinforced by other federal requirements, specifically in Access' Equal Employment Opportunity Plan, Title VI plan, and the Disadvantaged Business Enterprise Program, which fall under FTA's Office of Civil Rights. The federal mandates under each program are reviewed and audited by the Federal Transit Administration.

Access has been recognized as the national leader for paratransit services. Over the last several years, Access has introduced and implemented several technology enhancements like "Where's My Ride" and online reservations, which have made the system more usable for our customers. Access also redeveloped its website, implementing a user-friendly platform that's compliant with the latest accessibility guidelines. The Access team is also an active participant in the development of accessible autonomous vehicle technology. In an effort to continue advanced DEI efforts and initiatives, effective this year, Access staff will be required to complete annual DEI trainings.

PUBLIC COMMENT

None

FREE, FAIR AND TRAVEL TRAINING SURVEY

Strategic Planner, Eric Haack, provided an update on this item. He presented on topics for an upcoming customer survey, which is going to focus on different transportation services that Access customers use to get around Los Angeles. In the last week it has come to include more travel modes including traveling by bus, by rail, transportation network companies such as Uber and Lyft, non-Access taxi trips, dial-a-ride, and private automobile along with Access. Access has used the results of these surveys to determine overall customer satisfaction with Access Services or specific aspects of the services that Access offers such as beyond the curbside service.

The General Customer Satisfaction survey that was conducted earlier in 2022 is available as a 76-page report summarizing the result of that survey on Access's website under the reports and publications section. The survey he discussed was similar to a focused survey as they are talking about specific transportation services that a customer may use to get around Los Angeles County. The survey will be broken into eight parts depending on what different modes a customer may use, or respondent may have experience with. Next it would go into determining their interest or their experience with travel training. Also, it would include the use of transportation network company services like Uber or Lyft and non-access taxi services.

He asked to hear their thoughts, with respect to the survey and have time to think about additional questions they may want to see in the survey. He plans to share the survey script incorporating any edits from the committee and the CAC committee and share that with an Access Board committee. The survey will likely be launched in 2023, that will be available to all Access eligible customers. It can be completed through text, email, Access's website, and by telephone. In April or May 2023, they will return and co-present with GreatBlue Research, who will conduct the survey, to share the results.

PUBLIC COMMENT

Fernando Roldan made a public comment by stating that he would like to see a survey on those who travel to the airport or on Metrolink. Also, if they use paratransit service from county to county.

OPERATIONS REPORT

Manager Operations, Rogelio Gomez, presented the Operations Report. He provided an update on key performance indicators and highlights for each service area.

Mr. Gomez added that Access has installed two stand signs at the Crypto.com Arena. Stand one is replacing the old Staples Center sign and it's located on Figueroa Street and 12th Street at the Metro Dash bus zone. Stand two is located on Chick Hearn Court in front of the LA convention center. Access hosted a virtual community meeting using Zoom on Saturday, August 6th, 2022, that was well attended. Access staff provided updates on the new Access coupons, provided information on the "Where's My Ride" app and provided an operational update.

Access was honored with the Civic Leadership Award during the 46th Annual Disabled Resource Center award ceremony in Long Beach. Executive Director, Andre Colaiace, accepted the award on behalf of the agency and its contractors for work performed during the COVID 19 pandemic where Access delivered thousands of meals and provided transportation to help get the riders vaccinated. For the safety of the community at large, face coverings remain a requirement on board Access vehicles

while in transport. This is consistent with county's health order regarding transit operators in the county.

PUBLIC COMMENT

Fernando Roldan made a public comment. He stated that Access needs to make the shared rides routes more effective or shorter.

OFFICER NOMINATION SUBCOMMITTEE

Director of Planning, Matthew Avancena, provided an update on the upcoming TPAC officer elections. According to the TPAC bylaws, it is necessary for the committee to elect new officers for TPAC for fiscal year 22/23. At the last meeting, he asked TPAC to form the nomination subcommittee and Gracie Davis and Diane Amaya volunteered to serve on that committee. Both Diane Amaya and Fayma Ishaq are allowed to run a second term because the bylaws do allow for them to have to fill a second term as officers. They are both still interested and gracious enough to say yes to that request. There is a recommendation before the members to re-elect Diane Amaya from Beach Cities Transit, City of Redondo Beach as Chairperson and Fayma Ishaq from LA Metro as Vice Chair.

Motion: Fayma Ishaq asked for a motion to proceed with the voting.

First: Gracie Davis made the motion to continue with the same Chair and Vice Chair and re-elect Diane Amaya from Beach Cities Transit, City of Redondo Beach as Chairperson and Fayma Ishaq from LA Metro as Vice Chair.

Second: David Fienberg

Vote: Motion passed

TNC WORKING GROUP

Director of Planning, Matthew Avancena, asked for two volunteers to join a TNC Working Group to discuss the option of using other forms of transportation to be used for both regular and back up trips. When the Board approved this, they asked that a TNC working group be formed to explore and vet the use of TNCs by the agency. The Board Chair also directed that there be two volunteers from TPAC and two volunteers from the CAC to serve on this working group. He asked for two volunteers from TPAC so he can forward the names to the Access Board of Director's Chair. Fayma Ishaq and Gracie Davis volunteered to be in the working group.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Gracie Davis informed the members that CalACT would be hosting their 2022 fall conference on November 1-4 in the city of Santa Rosa. They don't have moderators

and if anyone would be interested in attending and would like to moderate, please let her know. They also need a few speakers and asked them to contact her by email.

ADJOURNMENT

Motion: Vice Chair Fayma Ishaq requested a motion to adjourn at 11:30am.
First: Gracie Davis
Second: David Feinberg
Vote: Meeting adjourned at 11:30am.