

# access

## AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING  
Thursday, September 10, 2020  
9:30 a.m. - 11:30 a.m.

**\*Webinar - Please see note below**

### TPAC MISSION STATEMENT

Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations. TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approve June 11, 2020 Minutes	Chair	Action	4-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Access FY '21 Budget	Hector Rodriguez	Presentation	
	7.	Mobility for All Grant Award	Bill Tsuei	Presentation	
	8.	COVID-19 Update	Matthew Topoozian	Presentation	

9.	Officer Elections	Matthew Avancena	Action	8-9
10.	Passenger Opinion Survey	Eric Haack	Presentation	
11.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
12.	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, September 10, 2020 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://zoom.us/j/98900060359>
2. Enter an email address and your name. Your name will be visible online while you are speaking.
3. When the Board 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 –  
Dial (for higher quality, dial a number based on your current location):  
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799 or 833 548 0276 (Toll Free) or 833 548 0282 (Toll Free) or 877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)  
Webinar ID: 989 0006 0359
3. When the Board 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.
4. If you cannot use the “raise hand” feature, the please submit a written comment as outlined above.
5. 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 JUNE 11, 2020**

---

**CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:30 am.

**INTRODUCTIONS**

**TPAC members and alternates in attendance:** Gracie Davis (OCTA), Luz Echavarria (LADOT), Diane Amaya, (City of Redondo Beach, Beach Cities Transit), Silva Baghdanian (City of Glendale), Nicole Carranza (Pomona Valley Transportation Authority), Eric Hoch (Santa Monica Big Blue Bus), Kellie Irving (Long Beach Transit), Fayma Ishaq (METRO), Kevin Parks McDonald (Foothill Transit), Trini Ramirez (City of Pasadena, DOT), Martin Tompkins (Antelope Valley Transportation Authority), Jesse Valdez (East Los Angeles Regional Center) and Frazier Watts (Gardena Bus).

**TPAC Members absent:** James Lee (Torrance Transit) and Jose Medrano (Montebello Bus Lines).

**Access staff in attendance:** Andre Colaiace, Matthew Avancena, Hector Rodriguez, F. Scott Jewell, Randy Johnson, Alvina Narayan, Mike Greenwood, Susanna Cadenas, Josh Southwick, Ruben Prieto, Onnika Payne and Melissa Lucero.

**Guests:** Karen Gilbert (MTM)

**APPROVE FEBRUARY 13, 2020 MEETING MINUTES**

**Motion:** Chairperson Gracie Davis entertained a motion to approve the February 13, 2020 minutes.

**First:** Diane Amaya

**Second:** Kevin Parks McDonald

**Vote:** Members were in favor to approve the minutes.

**Abstentions:** None

**GENERAL PUBLIC COMMENT**

None

## EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director, announced that Access received a grant award to enhance the Where's My Ride mobile app and encouraged committee members to visit the newly redesigned Access website.

Mr. Colaiace also provided a brief update on the status of Assembly Bill 5 and its impacts on the taxi industry. Access continues to track legislation focused on exempting taxi drivers from AB 5's provisions.

He also thanked the Los Angeles Office of the California Council on Developmental Disabilities for providing Access Services with a substantial amount of personal protective equipment. This will allow Access drivers to provide riders with a free mask if one is not available to them.

## COVID-19 UPDATE

Mike Greenwood, F. Scott Jewell and Hector Rodriguez provided a comprehensive report on Access' response to COVID-19.

Mike Greenwood, Chief Operations Officer, provided the Operations update. In March, the Emergency Operations Center (EOC) was activated and the Access board approved a state of emergency consistent with local, state and federal health ordinances. Access implemented a number of initiatives to protect the health of employees and riders, including a no-share ride policy and a vehicle-cleaning program. The agency is temporarily providing limited same-day service and curbside pick-up options to riders. Additionally, Access is coordinating six delivery operations focusing on meals, groceries and paper goods.

F. Scott Jewell, Director of Administration, provided the Eligibility and Customer Service update. MTM is conducting eligibility interviews over the phone for new applicants (20-25 per day). A 120-day eligibility extension is being issued monthly for riders requiring renewals. Accordingly, there has been a significant reduction in the number of customer service calls made to Alta Resources.

Hector Rodriguez, Deputy Executive Director, provided the Access budget update. Over the course of the pandemic ridership declined by nearly 75%. At the end of May, ridership increased to approximately 40% and continues to fluctuate as stay at home orders remain in place. Budget forecasts for the remainder of fiscal year 2020 and 2021 are being revised as ridership changes. Costs associated with COVID-19 operations and service changes will affect fiscal projections. A continuing resolution will be submitted to METRO for Access to continue service beyond June 30, 2020. The Access budget for FY '21 is contingent on METRO's budget approval, which has been delayed due to the pandemic.

## PARENTS WITH DISABILITIES PROGRAM ALTERNATIVES

F. Scott Jewell, Director of Administration, provided an update on the status of the Parents with Disabilities Program (PWD). As it stands, the current program operates in the San Fernando Valley and is set to expire at the end of June 2020. In February 2020, the Access board approved a brokerage contract to expand PWD countywide. However, the realization of this agreement was contingent upon available funding from METRO. Due to the unprecedented economic effects of COVID-19 and the uncertainty of proper funding, Access staff will evaluate sustainable alternatives to scale the program. This item will be presented to the Access board at the next board meeting. Staff will recommend for the current PWD contract to expire as expected.

TPAC members agreed with the agencies recommendation and advised Access staff to provide PWD participants with information regarding service changes recently implemented by Access, such as limited same-day service and no-share rides.

## PROPOSED FARE COUPON DESIGN

Josh Southwick, Communications Coordinator, presented proposed design changes to Access' fare coupons. Access currently offers two coupons and is adding a new flex coupon for the Santa Clarita and Antelope Valley region. In the proposed design, each coupon will be the same size, feature 14pt font and be distinguished from one another with a tactile imprint.

TPAC members suggested transitioning the coupons to a digital format. Access staff concurred, but confirmed there is a preference by riders to continue the sale of paper coupons.

## OFFICER NOMINATIONS SUBCOMMITTEE

Director of Planning & Coordination, Matthew Avancena, discussed upcoming TPAC officer nominations and requested two volunteers to serve on the officer nominations subcommittee. Kevin Parks McDonald and Diane Amaya offered their assistance.

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

None raised.

## ADJOURNMENT

Motion: Chairperson Gracie Davis requested a motion to adjourn.

First: Jesse Valdez  
Second: Kelli Irving  
Vote: Meeting adjourned at 10:41 am.

SEPTEMBER 10, 2020

TO: TPAC  
FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND  
COORDINATION  
RE: TPAC OFFICER ELECTIONS FY 2020-2021

---

**ISSUE:**

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2020-2021.

**RECOMMENDATION:**

Reelect Ms. Gracie Davis from Orange County Transportation Authority (OCTA) as chairperson and elect Diane Amaya from Beach Cities Transit (City of Redondo Beach) as vice-chair.

**BACKGROUND:**

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12-month terms effective September 2020 through October 2021.

Staff notified TPAC members of the need to hold elections at the June 2020 meeting and requested volunteers to serve on the nominating subcommittee. Kevin Parks McDonald (Foothill Transit) and Diane Amaya (City of Redondo Beach) volunteered to serve on the nominating committee.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

**Article 5 - Officers**

Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a **ROLL CALL VOICE VOTE** of the majority of the members present. Officer seats will be limited to two consecutive terms served by any one individual, subject to Board chair ratification.



### Duties of the Chairperson

The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

### Duties of the Vice Chairperson

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

### Vacancies of Officer Positions

A vacancy of an officer position shall exist in the following circumstances:

- (a) the resignation or death of an officer;
- (b) the removal of an officer by a **ROLL CALL VOICE VOTE** of the majority of the Committee;
- (c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

### Filling Vacancies of Officer Positions

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **ROLL CALL VOICE VOTE** of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.

In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative **ROLL CALL VOICE VOTE** of members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.