

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, September 9, 2021
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 June 10, 2021 Minutes	Chair	Action	4-6
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Officer Elections	Matthew Avancena	Action	7-8
	6.	Operations Update	Rogelio Gomez	Presentation	
	7.	Biennial Customer Survey	Eric Haack	Presentation	
	8.	Strategic Plan	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 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, September 9, 2021 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/87536119959>

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: 875 3611 995
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.

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY JUNE 10, 2021

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), 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), Fayma Ishaq (METRO), Kevin Parks McDonald (Foothill Transit), Ariel Bianca Moreno (LADOT), Martin Tompkins (Antelope Valley Transit Authority), Jesse Valdez (East Los Angeles Regional Center), and Frazier Watts (Gardena Bus).

TPAC Members absent: Kellie Irving (Long Beach Transit), Adrianna Kendricks (Montebello Bus Lines), James Lee (Torrance Transit), and Trini Ramirez (City of Pasadena, DOT)

Access staff in attendance: Matthew Avancena, Hector Rodriguez, Thomas Lee, Rogelio Gomez, Matthew Topoozian, Melissa Lucero

APPROVE APRIL 8, 2021 MEETING MINUTES

Motion: Chairperson Gracie Davis entertained a motion to approve the April 8, 2021 minutes.

First: Kevin Parks McDonald

Second: Martin Tompkins

Vote: Via roll call, all were in favor, minutes approved.

Abstentions: Kevin Parks McDonald and Martin Tompkins

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Director of Planning and Coordination, Matthew Avancena, provided the Executive Director's report. Access staff assisted the City of Santa Monica and LA METRO with the ADA portion of their Triennial Reviews. There were no ADA Paratransit findings for both reviews.

Mr. Avancena also noted that the Parents with Disabilities program would restart in August. He concluded his report with an update on Rider 360 2.0. The database was migrated to a cloud-based service that complies with federal and state regulations.

FY 2022 BUDGET

Deputy Executive Director, Hector Rodriguez, provided a comprehensive overview of the budget process for fiscal year 2022. He detailed key operating expenses and highlighted major changes in the budget forecast. Purchase transportation and eligibility expenses account for the biggest increases in the budget. Additionally, there are challenges with acquiring vehicles in the current market, therefore capital costs will roll over to the 2022 budget. Lastly, staff is proposing the addition of four new full-time employee positions for the agency. Mr. Rodriguez concluded his presentation with a summary of the timeline for implementing a new MOU with L.A. METRO.

WHERE'S MY RIDE APP DEVELOPMENTS

IT Project Manager, Thomas Lee, provided an update on the Where's My Ride application. The new app features enhanced visual elements for an improved user-interface. It includes functions for vehicle tracking and driver to rider communications. The app will be tested among a small group of riders during a pilot deployment.

OPERATIONS UPDATE

Operations Manager, Rogelio Gomez, presented the operations report for April 2021. Ridership demand surged in early April and adversely affected key performance indicators (KPIs) for the month. Mr. Gomez discussed elements of the COVID-19 service restoration plan that were implemented to reduce stress on the system. Preliminary data for May indicates that the response effectively improved KPI performance.

EMERGENCY MANAGEMENT UPDATE

Emergency Management Coordinator, Matthew Topoozian, presented the COVID-19 operations report. On April 30th Access concluded its delivery operations. In total, Access delivered over 438,000 meals, groceries, and paper goods to seniors and people with disabilities across Los Angeles County. On May 1st, Access reinstated full-shared rides and ended the same day service pilot program. Service changes were posted on the Access website, the Where's My Ride application and a number of other communication platforms. On May 28th Access fully demobilized the Emergency

Operations Center. Mr. Topoozian concluded his report with an update on ridership levels.

CTSA EXTENSION PROGRAM

CTSA Analyst, Melissa Lucero, presented an overview of the agency's CTSA Extension program. She provided an update on the Learning & Development program and highlighted upcoming training opportunities for the remainder of the year. Ms. Lucero also shared information regarding the 2021 Joe King Memorial Scholarship.

OFFICER NOMINATING SUBCOMITTEE

Director of Planning and Coordination, Matthew Avancena, discussed the upcoming TPAC officer elections. Kevin Parks McDonald and Martin Tompkins volunteered to serve on the Officer Nomination Subcommittee.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None raised.

ADJOURNMENT

Motion: Chairperson Gracie Davis requested a motion to adjourn at 11:00 am.
First: Martin Tompkins
Second: Kevin Parks McDonald
Vote: Meeting adjourned at 10:31am

SEPTEMBER 9, 2021

TO: TPAC
 FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
 COORDINATION
 RE: TPAC OFFICER ELECTIONS FY 2021-2022

ISSUE:

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2021-2022.

RECOMMENDATION:

Elect Diane Amaya from Beach Cities Transit (City of Redondo Beach) as chairperson and Fayma Ishaq from L.A. Metro 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 2021 through October 2022.

Staff notified TPAC members of the need to hold elections at the June 2021 meeting and requested volunteers to serve on the nominating subcommittee. Kevin Parks McDonald (Foothill Transit) and Martin Tompkins (Antelope Valley Transit Authority) volunteered to serve on the nominating committee.

Attached are the 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.