

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING
Thursday, September 12, 2024
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 July 11, 2024 Minutes	Chair	Action	4-6
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Operations Report	Vicente Pena	Presentation	
	6.	Strategic Plan Kick-off	Eric Haack/Grace Clement Intern	Presentation	
	7.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
	8.	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 12, 2024 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/85229342092>
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: 852 2934 2092
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 JULY 11, 2024

CALL TO ORDER

TPAC Chair Fayma Ishaq called the meeting to order at 9:33 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Fayma Ishaq (METRO), Diane Amaya (City of Redondo Beach Cities Transit), Gracie Davis (Orange County Transportation Authority), Ryan Plumb (Torrance Transit) Chaka Garbutt (Long Beach Transit), Robin Quintanilla (LADOT), Trini Ramirez (City of Pasadena, DOT), Martha Oliva (Los Angeles Department of Transportation), Sebastian Hernandez (City of Pasadena, Department of Transportation), Susana Dominguez (Pomona Valley Transportation Authority); Tisha Lane (AVTA); Silva Baghdanian (City of Glendale); David Feinberg (Santa Monica Big Blue Bus).

TPAC Members absent: Adrianna Kendricks (Montebello Bus Lines), Liliana Huerta (East Los Angeles Regional Center)

Access staff in attendance: Matthew Avancena, Garrett Rodriguez, Hector Rodriguez, Andre Colaiace, Faustino Salvador , Veronica Guzman-Vanmarcke, Alex Chrisman, Eric Haack

APPROVE MAY 9, 2024 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the May 9, 2024 minutes.
First: Diane Amaya
Second: Gracie Davis

APPROVE MARCH 14, 2024 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the March 14, 2024 minutes.
First: Gracie Davis
Second: Diane Amaya

MEMBER DISCUSSION

Chair Fayma Ishaq asked that her name be corrected on both agendas as there was a misspelling in the section for attendance.

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace stated that two of Board members were reappointed by their respective appointing entities. Chair Theresa De vera has been reappointed by Mayor Karen Bass, and Dolores Nason, has been reappointed by supervisor Janice Hahn in the Board of Supervisors. The Budget was passed and now needs to be approved by both the METRO Board and Access Board. The Access Board approved it, and he thanked Access staff who worked on the budget, especially Hector Rodriguez and Bruce Frink. He thanked METRO staff, Fayma Ishaq, for working on the budget and shepherding it through METRO. He also thanked the people on the front lines, the drivers, call takers, et cetera, who've provided excellent service. He also stated that he took a Waymo (autonomous vehicle), for the first time in the West LA neighborhood. It was a very smooth ride and it's going to be very interesting how things shake out in the taxi/Uber space with an autonomous option available. Additionally, a couple of years ago Access received a small federal grant to develop its own autonomous vehicle, which it did. They are currently partnering with Waymo on a subsequent grant application to continue working on this issue.

CUSTOMER SURVEY RESULTS

Eric Haack, Manager of Strategic Planning with Access Services and Catherine Veschi, project manager with Great Blue Research presented this item. They spoke about the survey results and discussed any feedback that was received. They asked about the satisfaction with the drivers from the most recent trips they had with Access, their overall experience making trip reservations and the reservation agents that they worked with. Also, their satisfaction with the Access vehicles, their comfort, cleanliness, etc. Satisfaction with the overall quality of service that they received from Access. The Southern region had the most survey completes, 678; followed by the Eastern region with 493; Northern and West Central are in the middle. Less were completed for Antelope Valley and Santa Clarita.

EMERGENCY MANAGEMENT UPDATE

Alex Chrisman presented the Emergency Management Update. They organize tabletop exercises where they have discussion-based sessions and participants discuss their roles during an emergency and their responses to a particular emergency and share what actions they will take in response. Access has hosted numerous exercises of this type. They have simulated cyber-attacks, civil unrest, wildfire, and the evacuation of a nursing home and the eligibility center. Access will continue to host these exercises as they are good ways of getting people to contemplate their response to disaster and to identify areas of strength and improvement. The plan is to visit all eight major

contractors, including the six operating contractors who provide the Access transportation service as well as eligibility and customer service contractors.

OPERATIONS REPORT

Faustino Salvador presented the statistics for the rides in the month of August. Recently, Access performed outreach at the Tierra Del Sol Foundation in Sunland. The outreach was performed by project administrator Garrett Rodriguez, where he met with health services coordinator, Rosanna Armusian. This outreach was to check on how Access was operating at Tierra Del Sol and keep the line of communication fluid. Access operation service monitors visited Desert Haven Enterprises in Lancaster, Montebello Adult Day Healthcare in Montebello and the National Adult Day Healthcare in Los Angeles. The operation service monitors, Anthony Santiago, Gina Breceda and Christy De Haro, ensured that Access is providing quality service at those locations and that communication goes smoothly. Lastly, he highlighted a hundred percent annual continuous training and driver credentials audit that was recently completed system wide. This audit reviews driver files for contractual annual continuous training and ensures credentials such as California driver licenses and pull notices are up to date.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Matthew Avancena stated that Gracie Davis from the Orange County Transportation Authority announced that she will be retiring for OCTA. He has known Gracie since the very beginning when he first joined TPAC. She is a dear friend, and they would talk about TPAC, but more often than not about family. He congratulated Gracie on her new chapter in her life. They miss her presence and her perspective as an OCTA employee. He wished her a safe and healthy retirement going forward.

Gracie Davis thanked Matthew and everyone else for the well wishes. She stated it was a bittersweet farewell to TPAC because it has been great. We had an opportunity to implement and enhance some new programs and policies and procedures. He stated that it was a great committee to work with. She will still be on the CALACT board and will still be doing some work in the industry within the next year or two as a consultant.

ADJOURNMENT

Motion: Chair Fayma Ishaq requested a motion to adjourn the meeting.
First: Sebastian Hernandez
Second: Gracie Davis
Vote: Meeting adjourned at 10:48am