

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, January 11, 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 September 14, 2023 Minutes	Chair	Action	4-7
	3.	General Public Comment	Chair/Public	Information	
	4.	Executive Director's Report	Andre Colaiace	Information	
	5.	Customer Satisfaction Survey	Eric Haack	Presentation	
	6.	WMR Update	Thomas Lee	Information	
	7.	Operations Report	Faustino Salvador	Presentation	
	8.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
	9.	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 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, January 11, 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/87476984575>
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: 874 7698 4575
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 14, 2023

CALL TO ORDER

TPAC Chair Diane Amaya called the meeting to order at 9:32 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Diane Amaya (City of Redondo Beach, Beach Cities Transit), Fayman Ishaq (METRO), Rhoda Tong (East Los Angeles Regional Center), Silva Baghdanian (City of Glendale), Gracie Davis (Orange County Transportation Authority), Esteban Rodriguez (Antelope Valley Transit Authority), Chaka Garbutt (Long Beach Transit), Erica Jacques (Pomona Valley Transportation Authority), James Lee (Torrance Transit), Janna Smith (LADOT).

TPAC Members absent: Adrianna Kendricks (Montebello Bus Lines), Eric Hoch (City of Santa Monica, Big Blue Bus), LaShawn Gillespie (Foothill Transit), Trini Ramirez (City of Pasadena, DOT).

Access staff in attendance: Matthew Avancena, Vicente Pena, Alex Chrisman, Andre Colaiace, Veronica Guzman-Vanmarcke

APPROVE JULY 11, 2023 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the July 11, 2023 minutes.

First: Gracie Davis

Second: Silva Baghdanian

Abstain: Diane Amaya, Chaka Garbutt

Vote: Via roll call, minutes were approved.

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace, announced that they had a new Board member, Liam Matthews. He was appointed by the Independent Living Centers of Los Angeles County and was formerly the vice chair of the Community Advisory Committee, and he replaces the former ILC appointee, Andrew Del Castillo. He is a rider and has a lot of great ideas about how to improve the service. In terms of the upcoming Board

calendar, they are having committee meetings on Monday. One of the big items up for discussion and consideration is the award of our Eastern Region Service contract. They have also made extensions for the West Central contract, and the Northern region contract. On September 19th, they have the Board Operations committee meeting and will be considering some governance changes. A couple of years ago they switched from monthly Board meetings scheduled to having committees, one month followed by the full Board meeting. Many Board members have expressed a desire to change that and go back to a monthly Board meeting but keep some elements of the committees. If they do make any changes, it will go to the full board on October 23rd. They have a virtual community meeting on September 23rd. They are also going to have the annual meeting on November 1st. There's a discussion about whether that's going to be in-person or virtual, but they will be sending out a save the date to inform them.

TPAC OFFICER ELECTIONS

In accordance with TPAC bylaws, the committee conducted the annual election for new officers.

Motion: Fayma Ishaq was voted in as TPAC Chairperson and Diane Amaya as TPAC Vice Chairperson

Abstentions: None

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

OPERATIONS REPORT

Project Administrator, Vicente Pena, presented the operations performance statistics. He highlighted the efforts of operations staff in terms of community outreach. The community outreach audits entail staff conducting major trip generators and adult day healthcare centers to inquire if any staff, riders, or community members, are experiencing any issues related to our service. The outreach efforts are conducted on a quarterly basis and the goal of them is to establish a connection and leave a positive mark in the community. The following locations were part of the audit; Temple City Adult Day Healthcare, Sunny Day Adult Healthcare, ABC Healthcare, Buena Vida Adult Daycare, Antelope Valley Senior Center, and Terra del Sol, to name a few. Their Emergency coordinator, Alex Chrisman, and Chief Operations Officer Mike Greenwood, conducted a presentation via Zoom regarding emergency preparedness for the community's actively living independent and free, also known as CALIF. CALIF is a nonprofit independent living center that provides advocacy programs and services for people with disabilities living primarily in Los Angeles County. The presentation covered evacuation processes and highlighted past emergency deployments

involving Access. Two highlights they would like to share is that on Sunday, August 20th, Access activated its Emergency Operations Center at officer duty level in response to Hurricane Hillary. Access notified regular riders of the pending storm and potential impacts of service. Messages were sent via the Everbridge Emergency Notification System, automatic calls, and text, the Where's my Ride app, and Access website. Access was able to meet the on-time performance system-wide on Sunday, August 20th and Monday, August 21st. Lastly, their safety media team is currently working on a driver training video focusing on the new ProMaster 136 unit. The purpose is to create a tutorial video for the contractors to use once the vehicles go into service.

PUBLIC COMMENT

Mel Bailey made a public comment by stating that concerning community outreach, he would also like them to consider the Los Angeles County Probation Department since they host community resource fairs. They also host community advisory committee meetings, and he could be a liaison, if they were interested. Additionally, he is a bit on the larger side now and seating in vehicles doesn't take into consideration a larger passenger. That becomes problematic because a couple weeks ago he had a ride where his entire right leg was hanging off the seat and he was very cramped. The person next to him was also big. After the ride, his leg was numb, and it was a very uncomfortable ride. He hopes operations can take into consideration the size of an individual as it relates to spacing.

EMERGENCY MANAGEMENT UPDATE

Emergency Coordinator, Alex Chrisman provided the emergency management update. He stated that the Emergency Operations Center activated duty officer status twice in the last several months. In July, they activated to monitor and support the transportation of evacuees, from an apartment fire to a shower facility from their shelter. This was done in coordination with the City of Los Angeles. More recently, they activated to monitor tropical storm Hillary, providing alert and warning to the contractors and community. The agency was on standby to assist with the evacuation of Catalina Island. The storm had minimal impact and the contractors were well-prepared. The Transportation Mutual Assistance Compact, that Access helps administer, now has 24 member agencies since Golden Empire Transit in Bakersfield joined in July. This marks the first agency from Kern County to join the group. The closest member agency to Bakersfield, besides Golden Empire, is the Antelope Valley Transit Authority. The TransMAC agreement, which provides a framework for

deployment of resources in a documented and reimbursable fashion, was used for the first time to support the Hollywood apartment fire. Some highlights he shared were that Access staff provided a presentation to the Independent Living Center in downtown Los Angeles, known as Communities Actively Living Healthy and Free. Almost 100 people attended the virtual meeting and learned about Access's emergency response, history, and capability. Staff participated in a successful EOC exercise in June, simulating an earthquake, another exercise this time focusing on a wildfire scheduled to take place this month. Access staff thanks to partners in the local emergency management community, are maintaining and improving in-house readiness through emergency management training, most recently in disaster mitigation and recovery.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

No new business.

ADJOURNMENT

Motion: Chair Diane Amaya requested a motion to adjourn the meeting.

First: Fayma Ishaq

Second: Gracie Davis

Vote: Meeting adjourned at 10:06am