

# access

## AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING  
Thursday, March 14, 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 January 11, 2024 Minutes                            | Chair            | Action             | 4-7   |
|      | 3.   | General Public Comment                                      | Chair/Public     | Information        |       |
|      | 4.   | Executive Director's Report                                 | Andre Colaiace   | Information        |       |
|      | 5.   | Operations Report   | Vicente Pena     | Presentation       |       |
|      | 6.   | Zero Emission Bus (ZEB) Rollout Plan                        | Eric Haack       | Information        |       |
|      | 7.   | Emergency Management Update                                 | Alex Chrisman    | Information        |       |
|      | 8.   | Draft Video - How to Make a Reservation                     | Matthew Avancena | Video 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](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, March 14, 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](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/83796763937>
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](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: 837 9676 3937
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 JANUARY 11, 2024

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CALL TO ORDER

TPAC Chair Fayma Ishaq called the meeting to order at 9:40 a.m.

INTRODUCTIONS

**TPAC members and alternates in attendance:** Fayman Ishaq (METRO), 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), Liliana Huerta (East Los Angeles Regional Center)

**TPAC Members absent:** Diane Amaya (City of Redondo Beach, Beach Cities Transit), Adrianna Kendricks (Montebello Bus Lines), Trini Ramirez (City of Pasadena, DOT)

**Access staff in attendance:** Matthew Avancena, Faustino Salvador, Thomas Lee, Eric Haack, Andre Colaiace, Veronica Guzman-Vanmarcke

APPROVE SEPTEMBER 14, 2023 MEETING MINUTES

Motion: Fayma Ishaq entertained a motion to approve the September 14, 2023 minutes.

First: Gracie Davis

Second: Esteban Rodriguez

Abstain: None

Vote: Via roll call, minutes were approved.

GENERAL PUBLIC COMMENT

Fernando Roldan made a public comment by asking if they could help in asking Metrolink to create a group similar to Access, and similar to Metro for a disability advisory group. They denied his request because they said that, during those director meetings, they already have their attorneys. He also added that he would continue the push for same day reservations and mentioned it before Chair Hagen.

## EXECUTIVE DIRECTOR'S REPORT

Executive Director, Andre Colaiace, announced that they have some big projects in 2024. The first is they are trying to advance the first Access-owned operations and maintenance facility in Antelope Valley. They will be conducting a customer satisfaction survey starting in early February, and they will also be purchasing the agency's first electric vehicles as a test, as a pilot program. They are going to be hosting a virtual community meeting on February 24 as well. Finally, they should have received an email about their accessible autonomous vehicle demonstration. Access, in partnership with Rancho Los Amigos National Rehabilitation Center, is conducting a one-day accessible autonomous vehicle demonstration that will be on January 20th, 2024. In 2019, they were awarded an FTA Transit Bus Automation Strategic Partnership Grant to develop this vehicle. They used the seed money to partner with Lilly Systems in San Jose and we retrofitted a Ram ProMaster 159 Chassis with SAE level four self-driving capabilities. So, the vehicle was built in October 2021, and they've been testing it in both San Jose and at Rancho Los Amigos.

## CUSTOMER SATISFACTION SURVEY

Eric Haack presented the Customer Satisfaction Survey Access and stated that they have used a digital and telephone version of the survey in order to determine overall satisfaction with Access's service. The first of three main parts of the survey relate to a customer's experience with using Access. The next section of the survey focuses on some services that Access offers, such as traveling with a service animal, traveling with a mobility device and using Access's Where's My Ride app. The last main section of the satisfaction survey tries to get information on the specific respondent, so demographic information such as age, ethnic or racial information if they're decide to provide this information.

## WMR UPDATE

Thomas Lee gave a presentation of the Where's my Ride App, where they implemented some new features like online reservation from the app and also included the Northern region trips for online reservation. This feature was released to public on July 3rd, 2023 last year. And, so far, about 5% of the total trips were booked by the app reservation. He also added that riders and drivers can now communicate via text through the app with exception of the Northern Region.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that as a rider, and as someone who's visually impaired, he appreciates the advancements they have made with the app and with the systems. He wanted to acknowledge that he is one of the very few people that he has experienced with Access that actually listens to the riders and comes back with resolutions. Secondly, the texting to drivers' option, his main need for it is in the Northern region, and he wanted to know if there was any update as to when it will be available there.

## OPERATIONS REPORT

Faustino Salvador presented the statistics and highlights of the month. The 58 small Ram ProMasters are underway and the 26 ProMasters have been delivered to the contractor as of December 31st. Production increased during the month of December to an average of three per week. Next, they want to highlight the Where's My Ride ratings in November that were received. Riders using the Where's My Ride app are able to give feedback regarding their trips. The rating will allow you to rate the service quality of the trip in three different categories, which are: safe ride, courteous driver, and clean vehicle, using star ratings ranging from one to five with five being the best. Lastly, Access staff distributed incentives in the week leading up to Christmas to drivers at the contractors. This incentive distribution is based on driving safe without a preventable accident or safety violation as part of this driver safety incentive program. There were 147 drivers who earned backpacks, hats, jackets and gift cards during this distribution.

## PUBLIC COMMENT

Fernando Roldan made a public comment by stating that the share ride program needs to be discussed in the survey. He would like to know how the shared rides affect people when they have to go somewhere or when they've been in this vehicle too long.

Mel Bailey made a public comment by asking if they have a recording of what's taking place in a vehicle. He had an incident and he wanted it to be addressed.

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

No new business.

## ADJOURNMENT

Motion: Chair Fayma Ishaq requested a motion to adjourn the meeting.

First: Gracie Davis

Second: Erika Jacquez

Vote: Meeting adjourned at 10:34am