

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, May 9, 2019

9:30 a.m. – 11:30 a.m.

Access Services Headquarters, 3449 Santa Anita Avenue

Third Floor Council Chambers Room, El Monte CA, 91731

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 March 14, 2019 Minutes	Chair	Action	3-5
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Standing Order Program	Rogelio Gomez/Jessica Volanos	Presentation	
	7.	FY 2020 Budget	Hector Rodriguez	Presentation	
	8.	Operations Report	Rogelio Gomez	Information	

9.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
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10.	Adjournment	Action
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Access Services does not discriminate on the basis of 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: ASI board 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 board 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 Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenzized item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board 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 the Secretary to the Board. 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 Chairperson. Persons whose speech is impaired such that they are unable to address the board 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 Board of Directors 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 board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

CALL TO ORDER

Chairperson Giovanna Gogreve called the meeting to order at 9:37 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Luz Echavarria (LADOT), Gracie Davis (OCTA), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Nicole Carranza (Pomona Valley Transportation Authority), Vinita Waskow (City of Redondo Beach, Beach Cities Transit), Frazier Watts (Gardena Bus), Trini Ramirez (City of Pasadena), Jose Medrano (Montebello Bus Lines), Frances Jacobs (East Los Angeles Regional Center), and Silva Baghdanian (City of Glendale).

TPAC Members absent: James Lee (Torrance Transit), Tracey Beidleman (Long Beach Transit), Eric Hoch (Santa Monica Big Blue Bus), Kevin Parks McDonald (Foothill Transit).

Access staff in attendance: Andre Colaiace, Mike Greenwood, Matthew Avancena, Alvina Narayan, David Chia, Onnika Payne, F Scott Jewell, Rogelio Gomez, Eric Haack, David Foster, Fayma Ishaq, and Randy Johnson.

Guests: Annette Arriola (Alta Resources), Luis Garcia (Global Paratransit), Iliana Mariona (Alta Resources), Martin Romero (MTM), Michael Sher (Access rider), and Rosalia Barrera (Alta Resources).

Approve January 10, 2019 MEETING MINUTES

Motion: Chairperson Giovanna Gogreve entertained a motion to approve the January 10, 2019 minutes as printed.

First: Jose Medrano made a motion to approve the minutes.

Second: Diane Amaya

Vote: Members were in favor to approve the minutes.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director reported two major projects. Access is working with the City of Los Angeles on the Vision Zero Project, as it relates to protected bike lanes, including how paratransit or access to the curb fits in with where there are protected bike lanes.

Access is working on submitting two grant applications for the Autonomous Vehicle project to the Federal Transportation Administration (FTA) in the efforts to help develop the world's first accessible autonomous vehicle.

Mr. Colaiace concluded his report about the importance of ensuring technology is more accessible to persons with disabilities.

SUPERIOR SERVICE AWARD

David Foster, Project Administrator presented the March 2019 Superior Service Award to Rosalia Barrera, a Customer Service and Operations Monitoring Center agent, who has been with ALTA Resources since 2013.

The Superior Service Award honors a service provider staff every month who is passionate about assisting riders with customer service.

BROKERAGE SERVICE

F Scott Jewell, Director of Administration provided an update on the scope of work for the brokerage transportation services. The broker arranges and monitors transportation services for individuals, and will subcontract with some of the providers to ensure resources are available to riders who book trips through the brokerage.

The brokerage would be responsible for reservations and scheduling, regulatory and contract compliance, billing and audit. The brokerage concept would be for two services: The Eligibility Interview Transportation and Parents with Disabilities program.

F Scott discussed more information about the scope of work. CAC and other stakeholders provided feedback to the key scope topics. The next steps will be to present to the Board of Directors, and issuing an RFP in April 2019 with a contract start date in spring 2020.

CUSTOMER SATISFACTION SURVEY

Eric Haack, Strategic Planner presented the topics discussed from the 2017 customer satisfaction survey. The topics incorporated from the 2017 survey included: rides on access, reservation process, customer service calls, back up trip service, and beyond the curb service.

TPAC members provided suggestions and topics for the next survey, set to launch in June/July 2019.

TRANSFER TRIPS

Mike Greenwood, Chief Operations Officer presented staff's proposal to expand the transfer trip service to/from Santa Clarita, Antelope Valley, and the rest of Los Angeles County.

Mr. Greenwood highlighted the input received from CAC, QSS, and community meetings. The next steps are to finalize the outreach plan, identify the operating contracts, and receive Board approval in March 2019, with a proposed start date of July 1, 2019.

TPAC members provided positive feedback and look forward to periodic updates.

OPERATIONS REPORT

Rogelio Gomez, Operations Manager presented the operations update for February 2019. Access is meeting all the key performance indicators while working closely with contractors to reduce the number of preventable collisions.

Mr. Gomez reported the following key February highlights:

- Access assisted with trips to and from the 2019 Abilities Expo at the Los Angeles Convention Center.
- Access attended the Santa Clarita Transportation Development Plan workshop to review transit improvement plans for the next 5 to 10 years.
- TransMAC, a mutual assistance agreement between 18 Southern California Transit agencies had elections.
 - Access' Mike Greenwood was elected Chairman
 - OCTA's Eric Grobmyer was elected Vice Chairman

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Chairperson Gogreve requested a motion to adjourn

First: Jesse Valdez

Second: Diane Amaya

Vote: Meeting adjourned at 11:38 a.m.