

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, April 10, 2014

9:30 a.m. – 11:30 a.m.

Access Services Headquarters

3449 Santa Anita Avenue

3rd Floor, Council Chambers

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 January 9, 2013 Meeting Minutes	Chair	Action	3-8
	4.	General Public Comment	Chair/Public	Information	
05	5.	Metro Survey and Townhall Meetings	Matthew	Information	
15	6.	TAP Card/Free Fare Usage Update	F Scott	Presentation	

15	7.	Parents with Disabilities Program	Eric H/Rogelio	Presentation	
10	8.	Fleet Mix Formula	Melissa	Information	9
10	9.	Jump Seat Analysis	Jack	Presentation	
10	10.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action	
01	11.	Adjournment		Action	

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 3<sup>rd</sup> 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 agenda 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.

# TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING MINUTES FOR THURSDAY, January 09, 2014

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## CALL TO ORDER

Chairperson Kathryn Engel called the meeting to order at 9:37 a.m.

## INTRODUCTIONS

TPAC members and alternates in attendance: Kathryn Engel, Diane Amaya, Ashley Koger, Gracie Davis, Linda Evans, Valerie Gibson, Kevin McDonald, Evelyn Galindo, Jesse Valdez and Darren Uhl.

TPAC Members absent: Wayne Wasell, Jose Medrano.

Guest: Tara Rosa, CARE Evaluators; Mike Culver, Mobility Management Partners; Leslie Scott, Consultant - City of Redondo Beach; Wendy Ma, Long Beach Transit.

Access staff in attendance: Matthew Avancena, Mayra Perez-Calderon, Elisa Diaz, Kurt Hagen, F Scott Jewell, Alvina Narayan.

## CHAIRPERSON'S REPORT

No Chairpersons report at this time.

## Approve September 12, 2013 Meeting Minutes

Motion: Chair Engel requested a motion to approve the September 12, 2013 minutes.

First: Mr. Uhl

Second: Mr. Valdez

Vote: All members were in favor and the minutes passed

## GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

## REPORT FROM BOARD OF DIRECTORS

No report was given at this time.

## MTA AUDIT STATUS UPDATE

Mr. Avancena reported that the comprehensive audit was conducted as scheduled. The draft of the report is not available for review since it has not been finalized by Metro staff. The report is scheduled to be finalized in the coming week and will be discussed at the Metro Board meeting prior to its release. The final report will be agendaized and shared at the next TPAC meeting. F Scott Jewell briefly reported the tentative items of discussion pertaining to the audit recommendations are:

- Centralization of Call Centers
- Effectiveness of the Travel Training Program
- Performance of the Operations Monitoring Center
- Fleet Management

Mr. Jewell believes the audit findings are not critical, merely recommendations to improve efficiency. The report will be presented and discussed with Board Members and actions will be taken if necessary. Ms. Engel suggested that the items in question be discussed with TPAC for possible recommendations.

### Veterans Community Transportation Living Initiative Grant

Mr. Avancena and Mr. Hagen reported the following:

The two million dollar grant awarded to Metro by FTA was to implement technology and upgrades to the L.A. County's Go511.com system. The primary goal and purpose of the grant is to prepare the different transit systems on how to maintain the influx of veterans returning from duty and the expected demand for transportation. The intent of the initiative is to implement a "one call, one click" information system enabling veterans to secure pertinent transportation information.

Access Services was tasked with facilitating the "one call, one click" system. Access Services staff is currently reviewing options and have established goals of creating a seamless automated system that will enable the callers (veterans) to process and schedule their eligibility appointments.

Metro has hired consultants to conduct outreach with the veteran population, asking and defining their needs in regards to this initiative. The consulting

group recently completed their outreach and will move on to their next phase of the plan. The next phase of the plan is to meet with the second group of consultants retained by Metro, to discuss and concur about the different systems that will need to be evaluated to implement the "one call, one click" model.

Upon completion of the study, a final report will be submitted by the consulting group. The next phase of the project will be conducted by a contractor to implement the system, including establishing the business rules.

Due to the complexity of the project, project duration is anticipated to be approximately 12-18 months in length. Other key factors that may impact the development and progress of this project is availability of funding and the feasibility of the recommendations.

Ms. Evans asked how many of Access Service calls are automated and expressed concern if the clientele the program is anticipated to serve has access to the necessary technology.

Mr. Avancena responded that the same questions and concerns were asked of the consulting group. He also stated that these questions will be asked at the next survey. Mr. Avancena also shared that Access Services is also considering an interactive voice response (IVR) system to accommodate the clients with limited availability of technology.

Mr. Jewell informed the committee that even though the grant is veteran based, the proposed changes and upgrades will benefit all clients.

Mr. Uhl asked if the grant applies to veterans with transportation needs only or to veterans in general.

Mr. Avancena responded that once the process is implemented it will be open to anyone, veterans and non-veterans alike. The intended structure of the program will direct the caller to the appropriate agency or service.

### MTA Bus Stop Usability Study

Mr. Avancena reported the project was initiated by an Access customer who filed a complaint with the FTA Office of Civil Rights. The complaint filed alleged that the bus stop by the customer's house was inaccessible and as a result, the customer alleged that she should be granted un-restricted eligibility for Access Services.

After communications between FTA and Access Services, FTA felt that the customer should have unrestricted eligibility, due to the inaccessible bus stop.

Metro was awarded grant funding to conduct a Bus Stop Usability Study. MTA awarded a contract to Trans Systems to conduct a comprehensive assessment and inventory of all 25,000 bus stops in Los Angeles County, which includes identifying environmental barriers including path of travel.

This project is in the very beginning stages of the study and assessment process. The final outcome of the study is to create a comprehensive database of all the bus stops in Los Angeles County.

Mr. Hagen reported that Access Services including CARE has engaged the consulting team to begin discussions about streamlining the study so there are long term benefits that can facilitate the eligibility process. Mr. Hagen further addressed the benefits of securing the data from the study, enabling staff to gain instant data, further enhancing the individual eligibility determinations.

Ms. Engel stated that her agency was approached by Metro staff to view their existing database of bus stops. Ms. Engel shared that Metro has expressed concern about the bus stops that are out of their jurisdictions, and are currently in the process of working with other transit agencies to not only view their database information but to also ensure non-Metro bus stops are captured in the study.

### Origin- to -Destination Findings on FTA Grantees

Mr. Avancena reported Access Services was recently reviewed by the FTA, as part of its Triennial Grantee Management Review. FTA had a number of findings, one of which is the "Origin-to-Destination" issue. FTA's interpretation

of Origin-to-Destination is ADA Paratransit providers shall provide their clients with the option of door-to-door or curb-to-curb service. Access Services strictly provides curb-to-curb service.

Access has been working with the FTA to resolve the issue and to- date the issue has not been resolved and the finding still stands. The same finding is now being placed on other transit agencies in the County as

Committee members asked Access staff to share the letter sent to FTA stating Access position regarding "Origin-to-Destination".

Discussion continued among members about possible fiscal impacts including liability issues with the enforcement of the "Origin-to-Destination" rule.

Ms. Engel stated that member agencies will need further direction from Access Services regarding this issue.

#### Open Meeting Laws and Teleconferences

Mr. Avancena informed the members that teleconferencing was available for future TPAC meetings. Mr. Avancena informed members if TPAC teleconferences are going to be held, Brown Act policies must be followed and applied at each satellite location where members are calling from.

The committee decided that this option will only be used when necessary; they recommended hosting in-person meetings on an as-needed basis.

#### TPAC Goals/ Items for 2014

Ms. Engel requested input and feedback on what TPAC members would like to see as far as changes, goals and/or agenda items to be addressed in future meetings.

#### New Business Subsequent to the Posting of the Agenda

Spirit of Accessibility Nominations: Mr. Avancena informed and encouraged TPAC members to nominate staff, community volunteers or agencies for this award.

## ADJOURNMENT

Motion: Ms. Engel made a motion to adjourn.

Meeting was adjourned at 11:15 a.m.

