

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC)

#### MEETING

Thursday, August 9, 2018

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.	Approval May 10, 2018 Meeting Minutes	Chair	Action	4-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	

6.	LADOT Micro Transit Pilot Program	Luz Echavarria/LADOT	Presentation
7.	ChatBot Technology	Bill Tsuei	Information
8.	Emergency Management Program Update	Beth Ross	Presentation
9.	Officer Nominations Subcommittee	Matthew Avancena	Possible Action
10.	Operations Report	Mike Greenwood	Presentation
11.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
12.	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 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 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 MAY 10, 2018**

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**CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:36 a.m.

**INTRODUCTIONS**

TPAC members and alternates in attendance: Gracie Davis (OCTA), Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Aida Douglas (Long Beach Transit), Luz Echavarria (LADOT), Eric Hoch (Santa Monica Big Blue Bus), Sebastian Hernandez (City of Pasadena), Kathryn Engel (City of Glendale Beeline).

**TPAC Members absent:** Jose Medrano (Montebello Bus Lines), Norm Hickling (Antelope Valley Transportation Authority), Diane Amaya (City of Redondo Beach), Jose Medrano (Montebello Bus Lines), Kevin Parks McDonald (Foothill Transit), Frazier Watts (Gardena Bus).

**Access staff in attendance:** Andre Colaiace, Mike Greenwood, Elisa Diaz, Onnika Payne, Karina Abrica, Beth Ross, Matthew Avancena, Randy Johnson, Rogelio Gomez, Alfredo Torales, Yvone Siu, Eric Haack, Hector Rodriguez, Rick Streiff, and Fayma Ishaq.

**Guests:** Annette Arriola (Alta Resources)

**Approve February 8, 2018 MEETING MINUTES**

Motion: Chairperson Gracie Davis entertained a motion to approve the May 10, 2018 minutes as printed

First: Jesse Valdez made a motion to approve the minutes as printed.

Second: Aida Douglas

Vote: Members were in favor to approve the minutes as printed.

## **EXECUTIVE DIRECTOR'S REPORT**

Andre Colaiace, Executive Director, provided an update on the final report from FTA's ADA Compliance Review of Access Services. Staff is working with the FTA to address the findings.

## **PROMASTER DEMONSTRATION**

Rick Streiff, Senior Manager, Fleet Design and Maintenance, presented a new fleet design prototype vehicle, the 2018 Lonestar Promaster. Mr. Streiff discussed the new prototype design compared to the older model minivans. The older vehicles would fit three ambulatory passengers and one passenger with a mobility aid. The new vehicle is set to fit four to five ambulatory passengers and up to two passengers with mobility aids.

Rick Streiff concluded his presentation with telling the committee members that more transit agencies are moving away from old cutaways to the new Lonestar Promaster with all new exterior and interior improvements.

## **FLEET REPLACEMENT ALLOCATION METHODOLOGY**

Alfredo Torales, Special Projects Administrator, provided an update on the fleet replacement allocation based on the recommendations from the Comprehensive Operational Review. Mr. Torales discussed one of the main recommendations from the COR is to update the fleet replacement and allocation methodology and to consider actual vehicle utilization.

The review also found challenges in hiring/retaining drivers and reliance on taxis; some contractors can provide same level and quality of service with fewer vehicles, examination of a contractor's utilization of vehicles, and the potential costs savings by adjusting the number of vehicles supplied to each contractor.

## **FY 19 DRAFT BUDGET**

Hector Rodriguez, Deputy Executive Director of Finance, presented the proposed budget for FY 2018-2019.

He presented annual passenger growth rate, annual trip growth, certified riders, service demand; cost per trip, administrative costs, proposed and historical funding sources.

Mr. Rodriguez concluded the presentation by discussing Access' long and short term initiatives, as well as other issues with federal funding, various grant programs, and Measure M funding. He also presented a comparison of Access leasing vs. owning their own facilities and the projected costs and savings over the next 30 years.

## **MEDI-CAL REIMBURSEMENT UPDATE**

Matthew Avancena, Director, Planning and Coordination presented the County Based Medi-Cal Administrative Activities (CMAA) Program. The program assists in the administration of the Medi-Cal program by improving the availability and accessibility of Medi-Cal service to Medi-Cal eligible individuals.

With the MAA being a potential source of revenue for Access Services, other transit agencies who are also participating in the program include San Diego Metropolitan Transit System (SDMTS), Riverside Transit Agency (RTA), Gold Coast Transit in Ventura County, and OmniTrans in San Bernardino County. The MAA program allows agencies to receive a percentage of the cost back from the Federal Government for transporting Medi-Cal eligible individuals who are going to and from Medi-Cal covered service.

Mr. Avancena concluded his presentation stating the next steps would be to continue the discussions with County staff to implement necessary processes to ensure Access is reimbursed for eligible trips, and direct Call Takers to ask for Medi-Cal Id numbers at the time of a reservation.

## **OPERATIONS UPDATE**

Rogelio Gomez, Operations Manager, presented the operations report. Last year, Access expanded KPIs related to safety and customer service. He also noted that the Access Board approved incorporating more KPIs, from five to thirteen, and this will be incorporated into new service provider contracts and amendments.

Mr. Gomez also reported the following April events:

- Hosted the Federal Transit Administration for its Triennial Review
- Four staff members participated in the San Gabriel/Pomona Regional Center 7th Annual Emergency Preparedness EXPO
- Southern Region contractor implemented new service animal training for drivers
- Staff attended driver training at Eastern and Southern Regions
- Northern Region contract awarded to MV

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

None.

**ADJOURNMENT**

Motion: Chairperson Davis requested a motion to adjourn  
First: Aida Douglas  
Second: Giovanna Gogreve  
Vote: Meeting adjourned at 11:34 a.m.