AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, August 14, 2014
9:30 a.m. - 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
Council Chambers Room, 3rd Floor
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.

Metro
One Gateway Plaza
21st Floor, ADA Compliance Unit
Los Angeles, CA, 90012

*The Meeting will be held in person at the El Monte address and will be conducted by teleconference (audio only) on the same day and time at the listed California location.*

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<tr>
<th>Time</th>
<th>Item</th>
<th>Item Description</th>
<th>Presenter</th>
<th>Disposition</th>
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<td>Call to Order</td>
<td>Chair</td>
<td>Action</td>
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<td>2.</td>
<td></td>
<td>Introductions</td>
<td>Chair</td>
<td>Information</td>
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<td>3.</td>
<td>Approval-June 12, 2014 Meeting Minutes</td>
<td>Chair</td>
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<td>4.</td>
<td>General Public Comment</td>
<td>Chair/Public</td>
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<td>5.</td>
<td>Access To Work Program Survey</td>
<td>Eric</td>
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<td>6.</td>
<td>5 Year Strategic Business Plan</td>
<td>Eric</td>
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<td>8.</td>
<td>Certification No Show and Cancellation Policy</td>
<td>Kurt</td>
<td>Possible Action 10-13</td>
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<td>9.</td>
<td>Vehicle Fleet Formula</td>
<td>Melissa</td>
<td>Presentation</td>
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<td>10.</td>
<td>TPAC Officer Elections</td>
<td>Eric</td>
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<td>11.</td>
<td>CTSA Training Programs</td>
<td>Evie</td>
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<td>12.</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Members</td>
<td>Possible Action</td>
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<td>13.</td>
<td>Adjournment</td>
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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 agendized 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, JUNE 12, 2014

CALL TO ORDER

Vice Chairperson Linda Evans called the meeting to order at 9:40 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Linda Evans, Evelyn Galindo, Wayne Wassell, Gracie Davis, Ashley Koger, Jesse Valdez, Jose Medrano, Darren Uhl, Kevin McDonald, Bruce Jenkins and Valerie Gibson.

TPAC Members absent: Kathryn Engel.

Guest: Tara Rosa, CARE Evaluators; Mike Culver, Mobility Management Partners


CHAIRPERSON’S REPORT

No Chairpersons report was given.

Approve April 10, 2014 Meeting Minutes

Motion: Vice Chair Evans requested a motion to approve the April 10, 2014 minutes.

Vote: All members were in favor and the minutes passed.

GENERAL PUBLIC COMMENT

Access Services customer Toni Hemphill represents Asians with Disabilities, former member of the CAC and a member of QSS expressed her gratitude with Access staff in successfully coordinating trips with riders. Ms. Toni Hemphill also shared that she is an avid advocate for Access Services and appreciates the implementation of the Safety Incentive Program.

REPORT FROM BOARD OF DIRECTORS

No report was given at this time.
FY 2015 BUDGET

F. Scott Jewell, Chief Operations Officer shared that this will be his last year in presenting the budget; going forward, Hector Rodriguez, Controller for Access Services will be presenting the proposed budget to the board at the next meeting. Mr. Jewell continued with his presentation of the proposed budget for fiscal year 2014-2015, sharing what has been budgeted and what Access anticipates to be the projections.

First item of discussion was the Service Demand projections in FY 13-14; Access had projected to provide 2.8 million trips and provided 2.9 million trips, which is just over 5% of the budget. HDR’s trip projections are 3.1 million trips for FY 14-15, which is 10% more than last fiscal year’s projections. Service demand is always increasing for Access Services.

Mr. Jewell continued his presentation to demonstrate where the demand is peaking:

Antelope Valley is almost 60% over budget in the current fiscal year. Antelope Valley does not provide comparable volume of trips like the LA Basin operators; however, the growth demonstrated through service demand is evident. Antelope Valley provided 30,000 more trips than anticipated. Eastern and West Central regions fell within the projections regarding trips. Santa Clarita region is a small service area and was 10% below the projections. Southern region was well over the service demand projections, over 12%. These numbers are in comparison to the current fiscal year budget.

Fiscal Year 2014-2015, the budget is estimated at $142.6 million dollars, Proposition C Discretionary Funds is the largest source of funds contributing $68.6 million dollars and FTA STP Flex Funds at $60.6 million. Access anticipates a total of $9 million dollars from fare revenues; this reflects the scheduled fare increase, which is the last scheduled increase.

There are changes with the 5310 Capital Program, previously administered by Caltrans. Access anticipates an annual funding amount of $2.5 million for vehicle acquisition. $1.1 million dollars will be spent on the Access to Work
Program. An estimated $200,000 dollars will be from sale of vehicles and interest. An estimated $100,000 will be from miscellaneous grants.

Paratransit Operations remains the largest expense in the budget, consuming 88%; Eligibility is the second largest expense at 6.9%; Administrative Cost is at 4.8%, and CTSA is at 0.3%. $117.5 million dollars is projected to be spent on Paratransit Operations, of which $102 million dollars will be spent on Purchased Transportation Access anticipates on reimbursing $3.1 million dollars to our Free Fare Partners. CTSA is estimated at a little under $500,000 and Administrative Cost is at $6.4 million dollars. $8.8 million dollars will be spent on capital.

Access is continuing the Disaster Recovery Project, transitioning day-to-day operations data from Access’ data center to a remote host where it can be monitored 24/7. This transition will allow Access and our service providers to enhance and access necessary data to continue seamless service.

Mr. Uhl asked if there is real time data and or information available to identify the increase in ridership in Antelope Valley. Mr. Jewell responded by attributing the ridership increase to the social and economic impacts of the area. He also shared that the availability of Section 8 housing has increased in the Antelope Valley area, which is another contributing factor to the increase.

Mr. Valdez asked if Access has seen an increase in eligibility applications? Mr. Rodriguez responded when the original contract was signed in 2008, eligibility has seen a 100% increase. Access re-negotiated the contract and the increase was 25% above the projected budget. Mr. Valdez asked if Access tracks eligible riders versus non-eligible riders? Mr. Jewell responded that eligibility data (statistics) can be found in the Board Box.

SOCIAL SERVICES TRANSPORTATION INVENTORY REPORT
Matthew Avancena shared with the group that earlier this year Access sent a survey link to prospective agencies. The survey fulfills Access’ mandate as the CTSA and as a CTSA, is mandated to conduct a survey that identifies agencies that provide some form of specialized transportation. The requirement was initiated in the late 70’s; however, the state no longer requires the inventory.
Access’ has elected to continue the inventory, especially since Access has a Mobility Management Department that uses the data gathered through the survey to assist clients with transportation needs. In addition to gathering this data, Access tracks and estimates the annual number of ADA trips provided and explores partnership opportunities, allowing Access to close the gap between growth and demand. Access also requested the consulting firm, Nelson Nygaard to conduct a CTSA peer review of services provided by Access in comparison to what other CTSA’s are practicing, including evaluating the Travel Training Program and compare it to other agencies that are providing similar services. The consultant was also tasked to quantify the number of ADA trips that are being provided in the region and also to present the demand estimates to supplement what HDR has been doing for Access.

Access had 300 contacts representing 256 organizations. In addition to the survey, Access had four separate focus groups that were conducted in summer of 2013.
In 2007, the response rate for the survey was 5% whereas the most recent 2013 survey response rate was 20%.

According to the survey responses, it was evident that most of the trips being provided in the region are non-medical related; social, recreational, and personal and work. The consultant then reviewed four other CTSA’s statewide and it was evident that other CTSA’s function and operate very differently from Access Services. Access provides ADA transportation, whereas, the other agencies provide social service related transportation.

The consultant’s third task was to evaluate the Travel Training program. The goal and objectives for travel training across different agencies are the same, to teach clients how to use fixed route. The consultant concluded that travel training is an overall benefit for the agency and the region, the cost savings associated with the trainings is innumerable. Access estimates an annual savings of $1 million dollars. The consultant’s recommendations were to expand outreach efforts and to consider adding group trips through senior centers. Access has added the recommendations to the overall budget.

Nelson Nygaard was also tasked with evaluating ridership projections. Based on
the number of trips Access currently provides using HDR’s demand forecast model and Nelson Nygaard’s Demand Forecasting analysis, in five years it is expected that Access will be providing 3.6 million trips per year. From the consultant’s research and comparative analysis, it is evident that the state of the economy impacts the number of trips on Access Services. Other factors that will impact program growth are moderation of gas prices and State funding cuts for social service agencies.

Demographic changes and the growth of the aging population will have a direct impact on Access Services. Another factor is the implementation of the Affordable Care Act, increased accessibility to healthcare will increase demand on Access Services.

Mr. Valdez asked if Access experienced better cooperation from the survey respondents.
Mr. Avancena responded, yes, in comparison to the previous survey, the current response rate was much higher. The majority of the responses were from Transit providers and Cities who have Dial-A-Ride systems. Social Service agencies were either reluctant to disclose their financial data or just did not have enough staff time to dedicate to the survey questionnaire.
Ms. Davis asked how many travel trainings were performed last year?
Mr. Avancena responded that per the contract, a total of 250 trainings have to be performed each year. Ms. Davis asked if Access tracks the trip-by-trip eligibility?
Mr. Avancena responded that the trips are tracked and conditional eligibility is currently at 4% of total applicants.
Ms. Davis shared that OCTA is evaluating this process and expressed her concern regarding the degree of difficulty in implementing an effective process.

ACCESS 20/20 INITIATIVE
Matthew Avancena shared Access’ efforts in creating and implementing a Short Range Transportation Plan (SRTP). Although the Short Range Transportation Plan is in its infancy, Access is officially announcing its launch and is asking member agencies to provide their input.
Members of TPAC may be asked to form a subcommittee that will work with Access staff to develop and/or incorporate ideas in the SRTP.
Mr. Jewell also asked members to keep in mind the diminishing funding sources available to the region as they provide input in the SRTP. Ms. Davis commented that through research and survey, Access has identified areas of expansion and improvement. Mr. Valdez supported Ms. Davis’ comments and added the importance of expanding the travel-training program is cost effective and beneficial. Mr. Uhl supported the consultant’s suggestions to expand travel training, and further added that concentrating expansion efforts in Senior Centers is a great start.

SERVICES BEYOND ADA
This report is derived from Metro’s review where their recommendation was to review the Non-ADA Programs, assess the cost and benefits of continuing the services. Staff’s recommendations were to present the information to CAC and TPAC for discussion. Access has reviewed the services, along with the annual cost and benefit of providing the services to the customers.

The services provided were placed into three broad-based categories; Customer Convenience to demonstrate the importance of customer service for Access customers. Demand Management, to demonstrate the value in implementing programs that enable Access customer’s independence and reduces demand on Access. Service Efficiency is the third category that demonstrates mitigation with route operations. All non-ADA programs were ultimately created to benefit Access customers.

The total annual expenditures for Non-ADA Programs are estimated to be $6 million dollars. Discussion ensued among members, where ideas and suggestions were discussed and it was ultimately decided that the cost savings with providing Non-ADA programs and services out-weigh the cost associated with implementing the programs.

OFFICER NOMINATIONS SUB-COMMITTEE
Matthew Avancena asked members to establish a nominations subcommittee to either choose to re-elect the current chair and vice chair to run a second term or to nominate other members for chair and vice chair.
Gracie Davis, Jesse Valdez & Jose Medrano volunteered to be on the Officer Nominations Sub-Committee.

FARE INCREASE
Matthew Avancena shared that fare increases are scheduled to be effective July 01, 2014. Changes are as follows:

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<thead>
<tr>
<th>Trip Distance</th>
<th>Current Fare</th>
<th>July 1, 2014</th>
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<tbody>
<tr>
<td>Under 20 miles</td>
<td>$2.50</td>
<td>$2.75</td>
</tr>
<tr>
<td>20 miles and over</td>
<td>$3.25</td>
<td>$3.50</td>
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Mr. Avancena sent a flyer and an email notice to all TPAC members and Member agencies notifying them of the scheduled fare increases.

New Business Subsequent to the Posting of the Agenda
Matthew Avancena announced the upcoming Annual Access Roadeo on June 28, 2014.

ADJOURNMENT
Motion: Vice Chair Evans made a motion to adjourn.

Meeting was adjourned at 11:02 a.m.
AUGUST 14, 2014

TO: TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE

FROM: KURT HAGEN, MANAGER OF ELIGIBILITY

RE: CERTIFICATION TRIP NO-SHOW AND CANCELLATION POLICY

ISSUE:

It has become necessary to create a policy to address excessive no-shows and cancellations of certification trips to Access eligibility evaluations. As a means of ensuring proper resource management, Access Eligibility submits the following "Certification Trip No Show and Cancellation" policy for your review and approval.

RECOMMENDATION:

Staff is requesting the support of the Transportation Professionals Advisory Committee (TPAC) with the approval of the attached new policy "Certification Trip No Show and Cancellation."

BACKGROUND:

Currently, if an applicant requests transportation to the evaluation site when calling to schedule their certification appointment, the certification trip provider dispatches a certification vehicle on the scheduled day and time to provide transportation to and from the Access Eligibility Center in their region for purposes of being evaluated for eligibility to the service.
Since all certification trips are scheduled and routed in advance to provide the greatest amount of efficiency and effectiveness in providing the certification trips, when an applicant either no shows or cancels their trip, the certification vehicle resource is unable to be reallocated to provide another certification trip on the spot.

While each instance of an applicant no-show or cancellation causes an unneeded expense for the provision of the certification trip, it becomes progressively more costly when an applicant continuously schedules a certification appointment and then no-shows or cancels.

It is important to limit certification trip no shows or cancellations as much as possible to make that resource available to provide certification trips to other customers. As such, it has become necessary to create a policy to address excessive no-shows and cancellations of certification trips to Access eligibility evaluations in order to maintain the utmost in efficiency and to ensure availability to certification trip transportation for all applicants.

Access data demonstrates there are some applicants who have multiple no-shows or cancellations of their certification trips regardless whether they actually ever complete their Access eligibility evaluation. The following chart represents the progression of availability of certification trip transportation for an applicant with multiple no-shows or cancellations for certification trips.

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<th>Scheduled Certification Trip</th>
<th>Fare Payment?</th>
<th>Action</th>
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<tr>
<td>1st</td>
<td>No</td>
<td>Complementary Access Certification Trip Provided</td>
</tr>
<tr>
<td>2nd</td>
<td>No</td>
<td>Complementary Access Certification Trip Provided</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Applicant Receives Letter Regarding Fare for Next Trip</td>
</tr>
<tr>
<td>3rd</td>
<td>Yes</td>
<td>Applicant Pays Regular Access Rate for similarly distanced standard Access trip</td>
</tr>
<tr>
<td>4th &amp; Beyond</td>
<td>N/A</td>
<td>Applicant Provides Own Transportation</td>
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Access Services Eligibility may, at its sole discretion on a case-by-case basis, make exceptions to ensure circumstances beyond an applicant’s control be considered in the enforcement of this policy.
POLICY: Applicants scheduling appointments for Access Services eligibility in need of transportation are responsible for adhering to the scheduled appointments. As such, access limits the number of attempts to provide free transportation to applicant.

IMPLEMENTING PROCEDURES:

1. If the applicant elects to provide their own transportation to and from the evaluation site, this policy would not apply to the applicant for this particular instance of certification appointment, but may apply to subsequent requests for Access Services provided transportation to a certification appointment.

2. If the applicant requests transportation to the evaluation site when calling to schedule their certification appointment, the Trip Provider Customer Service Representative (CSR) will explain Access Services’ Certification Trip No Show and Cancellation policy.

3. The applicant will be provided a complimentary Access Certification Trip to and from the evaluation site at no charge to the applicant, upon request. This complimentary service will be provided to the applicant for the initial request, and if cancelled, for the second (2nd) certification appointment scheduled.

   a) If the applicant no-shows or cancels the second certification appointment scheduled, Access will send the applicant a reminder letter stating the imposition of an Access trip fare to be paid for the Access certification trip for the next scheduled transportation to the certification appointment.
4. Third (3rd) certification appointment scheduled by applicant: the applicant would be required to pay the regular Access Services rate for a similarly distanced standard Access trip. The Trip Provider CSR would inform the applicant of this requirement at the point of scheduling this certification appointment/request for transportation.

5. Fourth (4th) certification appointment and beyond scheduled by the applicant: the applicant would be required to provide their own transportation to the certification site. Additionally, any subsequent certification appointments scheduled by the applicant would be subject to this requirement. The Trip Provider CSR would inform the applicant of this requirement at the point of scheduling this, and subsequent, certification appointments.

6. If the applicant wishes to dispute any certification trip no-shows or cancellations triggering any of the aforementioned requirements, the applicant may appeal in writing to: Access Services Eligibility, and provide an explanation for the no-show/cancellation in question.

   a) The applicant may dispute a certification trip no show or cancellation on the basis of the applicant having a disability-related and/or general circumstance that precipitated the no-show/cancellation that was beyond the control of the applicant.

   b) Access Services Eligibility may, given the explanatory information provided by the applicant, choose to expunge the no-show/cancellation occurrence from the applicant’s file.

   c) Access Services Eligibility will review all such requests to provide an explanation for a certification no-show/cancellation and make a determination regarding expunction on a case-by-case basis.
d) All appeals will be responded in a timely manner but in no case later than seven (7) working days from receipt of the formal appeal.
AUGUST 14, 2014

TO: TPAC

FROM: MATTHEW AVANCENA, MANAGER, PLANNING AND COORDINATION

RE: TPAC OFFICER ELECTIONS FY 2014-2015

ISSUE:

In accordance with Transportation Professionals Advisory Committee Bylaws, it is necessary to elect new officers for TPAC for Fiscal Year 2014-2015.

RECOMMENDATION:

Elect Ms. Linda Evans from L.A. Department of Transportation as chairperson and Ms. Kathryn Engel from Glendale Beeline as vice-chairperson.

BACKGROUND:

The TPAC bylaws require that officer elections take place for the Chairperson and Vice-Chairperson to fill 12 month terms effective September 2014 through October 2015. A nominating subcommittee was formed to select potential nominees at the June 2014 TPAC meeting. Ms. Gracie Davis (OCTA), Mr. Jesse Valdez (East L.A. Regional Center) and Jose Medrano (Montebello Bus) volunteered to serve on the nomination subcommittee. The bylaws allow officers to serve up to two consecutive terms, which Linda and Kathryn are electing to exercise.

Attached are relevant portions of the TPAC Bylaws that address officer elections:

Article 5 - Officers

Committee members will recommend a Chairperson and Vice-Chairperson for consideration by the Board Chair. If ratified by the Board Chair, the term is one year from September through October.

Officers will be elected every year at the August meeting by a ROLL CALL VOICE VOTE of the majority of the members present. Officer seats will be
limited to two consecutive terms served by any one individual, subject to Board chair ratification.

**Duties of the Chairperson**

The Chairperson will preside at the meetings and will represent the Committee at meetings of the Access Services Board of Directors and Board committees, when appropriate.

**Duties of the Vice Chairperson**

The Vice-Chairperson shall perform the duties of the Chairperson in the absence of the Chairperson.

**Vacancies of Officer Positions**

A vacancy of an officer position shall exist in the following circumstances:

(a) the resignation or death of an officer;

(b) the removal of an officer by a **ROLL CALL VOICE VOTE** of the majority of the Committee;

(c) the removal of an officer as a member of the Committee by the Board of Directors as provided in Article 3 of these bylaws.

**Filling Vacancies of Officer Positions**

Except as otherwise provided in these Bylaws, vacancies of an Officer position shall be filled by approval of the affirmative **ROLL CALL VOICE VOTE** of the members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws. Access staff will provide nominations to the Board of Directors. One (1) or more individuals may be nominated for any Committee vacancy.

In the event of a vacancy of the officer position of Chair, the presiding Vice-Chair officer will automatically assume the role of Chair for the remaining term. There will then be an election conducted for the Vice-Chair position by approval of the affirmative **ROLL CALL VOICE VOTE** of members present at a regularly scheduled or special meeting held pursuant to Article 7 of these bylaws.

**Article 6 – Subcommittees**

**Officer Nomination Subcommittee**
The Chairperson may establish a two to three member nominating subcommittee at its June meeting to recommend nominees, preferably two or more, for each officer position. In addition to the slate of officers developed by the subcommittee, nominations may be received from the floor. The nominating subcommittee report shall be presented in writing to the members in August prior to the election of officers.