

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, December 14, 2017

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 October 12, 2017 Meeting Minutes	Chair	Action	3-6
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Customer Satisfaction Survey	Fairfax Research	Presentation	

<b>7.</b>	<b>Draft Strategic Plan</b>	<b>Matthew Avancena</b>	<b>Presentation</b>
<b>8.</b>	<b>Eligibility Process</b>	<b>F Scott Jewell</b>	<b>Information</b>
<b>9.</b>	<b>Where's My Ride App Demonstration</b>	<b>Ruben Prieto/ Bill Tsuei</b>	<b>Presentation</b>
<b>10.</b>	<b>Audio Recording on Vehicles</b>	<b>Mike Greenwood</b>	<b>Presentation</b>
<b>11.</b>	<b>Operations Update</b>	<b>Randy Johnson</b>	<b>Presentation</b>
<b>12.</b>	<b>New Business Raised Subsequent to the Posting of the Agenda</b>	<b>Members</b>	<b>Possible Action</b>
<b>13.</b>	<b>Adjournment</b>		<b>Action</b>

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, OCTOBER 12, 2017**

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**CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:41 a.m.

**INTRODUCTIONS**

TPAC members and alternates in attendance: Kathryn Engel (Glendale Beeline), Jesse Valdez (East Los Angeles Regional Center), Gracie Davis (OCTA), Giovanna Gogreve (Metro), Kevin Park McDonald (Foothill Transit), Luz Echavarria (LADOT), Aida Douglas (Long Beach Transit), Eric Hoch (Santa Monica's Big Blue Bus), Frazier Watts (Gardena Bus), Joyce Rooney (Beach Cities Transit), Ifeanyi Ihenacho (Torrance Transit), and Trini Ramirez (City of Pasadena).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center), Norm Hickling (AVTA), and Jose Medrano (Montebello Bus Lines).

Access staff in attendance: Andre Colaiace, F Scott Jewell, Matthew Avancena, Randy Johnson, Eric Haack, Elisa Diaz, Alfredo Torales, Rogelio Gomez, Rycharde Martindale, Jack Garate, Onnika Payne and Alvina Narayan.

Guests: David Kauffman (Nelson/Nygaard), Mary Griffith (Access Rider), Michael Sheaffer (Access Rider), Nader Raydan (MV Northern Region)

**APPROVE September 14, 2017 MEETING MINUTES**

Motion: Chairperson Davis entertained a motion to approve the September 14, 2017 minutes as printed  
First: Kevin Parks McDonald made a motion to approve the minutes as printed  
Second: Giovanna Gogreve  
Vote: Members were in favor to approve the minutes as printed.

**EXECUTIVE DIRECTOR'S REPORT**

Andre Colaiace, Executive Director, reported the Federal Transit Administration (FTA) has officially closed the Regional Finding regarding oversight of complementary

paratransit service operated by Access Services.

FTA was able to close this finding by conducting an onsite ADA review of Access Services. The review process included assessing trip delivery, tracking and reporting related data. FTA found no evidence of capacity constraints in the system, which helped to resolve the regional finding. The final report is scheduled for release in November/December 2017.

## **COMPREHENSIVE OPERATIONAL REVIEW – FINAL REPORT**

David Kauffman, Project Manager for Nelson/Nygaard presented the Final Report for the Comprehensive Operational Review. Mr. Kauffman detailed a brief history of the review process, outlining the assessment areas and review structure. Nelson/Nygaard's team identified the following findings:

- Access has a very low cost per trip compared to its peers
- Access contractors are mostly meeting KPI targets
- Access has a robust and effective contractor management and oversight program
- Inter-region trip reservations and ETA requests require a multi-step process for some customers
- Contractors are having difficulty hiring and retaining drivers
- High facility costs are restricting competition for Access service contracts

Nelson/Nygaard issued the following recommendations:

- Status Quo: No Change
  - Maintain Current Reservation Hours and Service Area
- Short Term: End of FY 2018
  - Expand/Modify Management Oversight Staff, Functions, & Tools
  - Modify Policies and Practices
  - Improve Contractor Procurement Process
- Long Term: Additional Planning
  - Centralize Call Center Functions
  - Transition to a Single Software Platform
  - Operationalize Conditional Eligibility
  - Monitor Non-ADA Alternative Services

TPAC members discussed the findings and recommendations.

## **STRATEGIC PLAN PROCESS**

Eric Haack, Strategic Planner, provided an overview of Access Services FY 2019 to FY 2023 Strategic Plan. The five-year strategic plan will serve as guidance for projects under consideration and provide a timeline for project implementation.

The draft Strategic Plan will be shared with the Board of Directors, TPAC and CAC members in mid-November, soliciting their input and comments. The final plan will be presented in January 2018, incorporating the comments and suggestions received.

TPAC members discussed the strategic plan and made a motion to establish an ad hoc subcommittee for the Strategic Plan. Four TPAC members will participate in the subcommittee. Giovanna Gogreve will serve as the chairperson with Luz Echavarria, Aida Douglas, and Joyce Rooney as subcommittee members. Members were all in favor of the motion.

## **REGIONAL PERFORMANCE DATA**

Jack Garate, Project Administrator, presented the Operational Performance Report for September 2017. The operations update details key performance indicators by region, identifying standards for each category, including performance metrics.

The contractors were challenged by the seasonal increases in traffic due to back to school, and back to work traffic.

Mr. Garate also highlighted the following items:

- Access staff attended the Southern California Advocacy Network's Emergency Management Summit
- Safety Steering Committee – focused on wheelchair securement
- Cyber Security Workshop
- Emergency Management training for staff
- Southern Region Taxi Maintenance Audit

TPAC members requested information and updates on the following items:

- Taxi Audit Process and other related updates
- Customer Service Information and Metrics

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

None.

## **ADJOURMENT**

Chairperson Davis requested the meeting be adjourned in memory of Jack Dulee, Maintenance Manager at Omnitrans.

Motion: Chairperson Davis requested a motion to adjourn

First: Jesse Valdez

Second: Aida Douglas

Vote: Meeting adjourned at 11:34 a.m.