AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, February 11, 2016
9:30 a.m. - 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd 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.

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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, NOVEMBER 12, 2015

CALL TO ORDER

Vice Chairperson Gracie Davis called the meeting to order at 9:40 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Dana Pynn (Long Beach Transit) David Feinberg (Santa Monica’s Big Blue Bus), Amy Adhi (Beach Cities Transit), Ifeanyi Ihenacho (Torrance Transit), Frances Jacobs (East Los Angeles Regional Center), Giovanna Gogreve (METRO), Kathryn Engel (Glendale), and Gracie Davis (OCTA).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center), James Lee (Torrance Transit), Jose Medrano (Montebello Bus Lines), Kevin McDonald (Foothill Transit), Linda Evans (LADOT), Sebastian Hernandez (Pasadena).

Guests: David Acosta, Jr. (California Transit, Inc.), Felipe Juarez (California Transit, Inc), Mike Fricke (California Transit), Nader Raydan (MV Transportation), Dr. Taylor (CARE), Shirley Pe (Global Paratransit Inc.).


APPROVE SEPTEMBER 10, 2015 MEETING MINUTES

Motion: Vice Chairperson Davis entertained a motion to approve the September 10, 2015 minutes as printed.

First: Kathryn Engel made a motion to approve the minutes

Second: Giovanna Gogreve

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

GENERAL PUBLIC COMMENT

No General Public Comment heard at this time.

SUPERIOR SERVICE AWARD

Randy Johnson, Project Administrator, presented the October Superior Service Award to David Acosta of California Transit. Mr. Acosta received the award for
outstanding service as a dispatcher and superior work ethic. Mr. Acosta serves to be a valuable asset to California Transit and Access Services.

**CUSTOMER SERVICE CONTRACT**

Shelly Verrinder, Executive Director, presented a detailed overview of the proposal for consideration to approve the award of the customer service center contract. Ms. Verrinder presented a background review of the different functions performed by customer service (CS) and shared the growth of calls experienced by both Access and contractors.

Access estimated 40% of calls answered through customer service are questions about eligibility, where customers are inquiring about the service and other related questions regarding service. Calls of this nature are only projected to grow thus impacting the overall call volume.

As a result, including the current call volumes exceeding contract levels, McCloud Transportation and Associates conducted an operational review of the customer service department. One of McCloud’s recommendations was to consider outsourcing customer service functions. Outsourcing customer service functions would serve as a cost-saving measure, while being able to maintain call volumes through the call center’s ability to “scale-up” the number of agents who can take calls.

Access will propose to the Board a phased approach, where segments of customer service will transition to the contractor to ensure there is service continuity. Alta Resources has been identified as the recommended contractor.

**REGIONAL FARE UPDATE**

Andre Colaiace, Deputy Executive Director, Planning and Governmental Affairs, shared that Access was able to secure an amendment in the House Transportation Bill. This bill would allow Paratransit providers that operate a coordinated plan with more than 40 entities, to use a coordinated fare structure.

The Bill passed the House and is in conference committee. Access is working on sending letters to the House and Senate conferees to ensure the language remains as proposed and is successfully passed.

Mr. Colaiace thanked the member agencies and community members for their letters of support and petitions.
WHERE’S MY RIDE APP

Alfredo Torales, Special Project Administrator presented a new project Access is currently developing. In an effort to evolve with technology and maintain the growing demand for paratransit service, Access is currently developing a feature that will empower customers to view live trip details such as estimated time of arrival. In anticipation of projected growth, Access will deploy user friendly technology that will enhance the overall rider experience, with features allowing customers to view their trip history, vehicle arrival time, order TAP cards, and submit their comments and more. As Access progresses with the deployment of the “Where’s my ride” app, beta testing groups will be formed to test the features.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

Gracie Davis announced next month Pasadena is hosting the CTA Conference.

ADJOURMENT

Motion: Vice Chairperson Davis requested a motion to adjourn
First: Dana Pynn
Second: Kathryn Engel
Vote: Meeting was adjourned at 11:08 a.m.