

# access

## AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, February 09, 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 January 12, 2017 Meeting Minutes | Chair          | Action       | 3-6   |
|      | 4.   | General Public Comment                    | Chair/Public   | Information  |       |
|      | 5.   | Interim Executive Director's Report       | Andre Colaiace | Information  |       |
|      | 6.   | Comprehensive Operational Review          | Nelson/Nygaard | Presentation |       |
|      | 7.   | Regional Performance Data                 | Randy Johnson  | Presentation |       |

|     |   |                  |                 |
|-----|---|------------------|-----------------|
| 8.  | Mid-Year Budget Review                                      | Hector Rodriguez | Presentation    |
| 9.  | Access Member Agency Outreach                               | Matthew Avancena | Information     |
| 10. | New Business Raised Subsequent to the Posting of the Agenda | Members          | Possible Action |
| 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 12, 2017**

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**CALL TO ORDER**

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), Diane Amaya (Beach Cities Transit), Amy Ahdi (Beach Cities Transit), Gracie Davis (OCTA), Giovanna Gogreve (METRO), Luz Echavarria (LADOT), Frazier Watts (GTrans), Ifeanyi Ihenacho (Torrance Transit), Frances Jacobs (East Los Angeles Regional Center), Kevin Parks McDonald (Foothill Transit), Trini Ramirez (Pasadena), David Feinberg (Santa Monica's Big Blue Bus), Kathryn Engel (Glendale Beeline).

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

Guests: Annette Arriola (Alta), Norman Hickling (AVTA), Michael Conrad, Albert Contreras.

Access staff in attendance: Andre Colaiace, Mike Greenwood, Matthew Avancena, Randy Johnson, Eric Haack, Sherry Kelley, Evie Palicz, Josh Southwick, Alex Chrisman, Douglas Tohom, Elisa Diaz and Alvina Narayan.

**APPROVE SEPTEMBER 8, 2016 MEETING MINUTES**

Motion: Chairperson Davis entertained a motion to approve the September 8, 2016 minutes as printed.  
First: Dana Pynn made a motion to approve the minutes  
Second: Kevin Parks McDonald  
Vote: Members were in favor to approve the minutes as printed

## **INTERIM EXECUTIVE DIRECTOR'S REPORT**

Andre Colaiace, Interim Executive Director shared a summary of the upcoming major projects. Mr. Colaiace mentioned the comprehensive operations review that is underway. He advised TPAC that the consultants would present before both TPAC and CAC for their feedback.

Mr. Colaiace provided further updates regarding additional projects Access is currently working on:

- ADA Paratransit Eligibility
  - New Facility
  - Request for Proposals for ADA Paratransit Eligibility Services
- Comprehensive Operational Review
  - IT Services
  - Overall Operational Structure
  - Call Center Operations
- Cooperative Agreement between the Northern Region Service Provider and Southern Region Service Provider
  - Merge call centers to provide a single call center for both service regions
  - Southern Region Service Provider to transition to the Trapeze software
  - Trip sharing to increase operational efficiency
- Minimum Wage Increases
  - Financial impacts on contractors
  - Access Board approved to add additional funds to contracts
- Board Reinstated Liquidated Damages for the Service Providers
  - On Time Performance
  - Late 4's
  - Preventable Collisions

## **REGIONAL PERFORMANCE DATA**

Randy Johnson, Operations Manager presented an Operational Performance Report for November and December 2016. The presentation detailed key performance indicators by region, identifying standards for each category along with the performance metrics for the key performance indicators:

- On-time performance
- Late 4s
- Average initial hold time
- Calls on hold over 5 minutes
- Preventable collisions per 100,000 miles

Staff will continue to monitor key performance indicators and present the data to TPAC.

### **STAND SIGN REDESIGN**

Alex Chrisman, Senior Road Safety Inspector and Josh Southwick, Communications Coordinator presented the re-designed stand signs. Stand signs were installed to serve as a marker for pick-up points at high trip generating locations. Mr. Chrisman showed the various stand sign locations throughout Access' service area.

The goal of the re-designed stand signs is to unify the brand by making it an easily identifiable marker for Access customers and drivers. The tactile and braille stand signs are now standardized and Access is scheduled to replace the 74 stand signs throughout its service area.

In addition, Access has been working on enhanced stand sign location maps, available for viewing on Access' website. This is a directory of the current stand sign locations with a corresponding photograph. The directory allows Access riders and call takers to more easily identify pick-up and drop-off locations at large facilities.

### **FREE FARE PROGRAM UPDATE**

Matthew Avancena, Senior Manager, Planning and Coordination, gave a status update of the Free Fare Program since the implementation of the reimbursement cap. Staff conducted a comparative analysis of ridership and reimbursements between the previous and current fiscal year. Overall ridership and reimbursements are trending lower compared to the same period last year.

A consulting firm is currently conducting a free fare survey of active riders. The survey is scheduled for completion by end of February 2017. Once the final report is released, Access will convene the next free fare-working group to discuss and address the next-steps with the Free Fare Program.

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

#### **Announcements:**

- Kevin Parks McDonald announced that Foothill Transit is hosting its Bus Rodeo on March 4, 2017
- Gracie Davis shared the upcoming CalACT Conference, in April.

### **ADJOURNMENT**

Motion: Chairperson Davis requested a motion to adjourn  
First: Kevin Parks McDonald  
Second: Giovana Gogreve  
Vote: Meeting adjourned at 10:35 a.m.