

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday February 8, 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 December 14, 2017 Meeting Minutes	Chair	Action	4-7
	4.	General Public Comment	Chair/Public	Information	

5.	Executive Director's Report	Andre Colaiace	Information
6.	Operations Update	Mike Greenwood	Presentation
7.	Autonomous Vehicle Pilot	Bill Tsuei	Presentation
8.	Customer Service Update	Hector Rodriguez	Presentation
9.	Strategic Plan Subcommittee	Eric Haack	Presentation
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 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 DECEMBER 14, 2017**

CALL TO ORDER

Chairperson Gracie Davis called the meeting to order at 9:43 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Kathryn Engel (Glendale Beeline), Frances Jacobs (East Los Angeles Regional Center), Gracie Davis (OCTA), Giovanna Gogreve (Metro), La Shawn Gillespie (Foothill Transit), Aida Douglas (Long Beach Transit), Norm Hickling (AVTA), Jose Medrano (Montebello Bus Lines), David Feinberg (Santa Monica Big Blue Bus).

TPAC Members absent: Diane Amaya (City of Redondo Beach), Frazier Watts (Gardena Bus), Joyce Rooney (Beach Cities Transit), Ifeanyi Ihenacho (Torrance Transit), Luz Echavarria (LADOT), and Trini Ramirez (City of Pasadena).

Access staff in attendance: Andre Colaiace, Alvina Narayan, Onnika Payne, Elisa Diaz, Matthew Avancena, Randy Johnson, Alfredo Torales, F Scott Jewell, Ruben Prieto, Hector Rodriguez, Faustino Salvador, Anthony Cho, Sherri Adams, Geoffrey Okamoto, Alex Chrisman.

Guests: Todd Remington (Fairfax Research Group), Michael Sher (Access Rider), Karen Gilbert (MTM).

Approve December 14, 2017 MEETING MINUTES

Motion: Chairperson Davis entertained a motion to approve the December 14, 2017 minutes as printed
First: Luz Echavarria made a motion to approve the minutes as printed
Second: Kathryn Engel
Vote: Members were in favor to approve the minutes as printed.

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director, reported Access Services Emergency Operations Center (EOC) was activated to assist with the Los Angeles and Ventura County wildfires. Access staff helped first responders with customer safety, service interruptions, and provided ADA accessible vehicles to help with evacuations. Mr. Colaiace thanked staff for their dedication and service during the emergency.

Mr. Colaiace provided an update regarding FTA's ADA Compliance Review of Access Services. FTA has not released the draft report as it is still under review.

Mr. Colaiace concluded by thanking those who attended the Annual Meeting in November.

CUSTOMER SATISFACTION SURVEY

Todd Remington, Fairfax Research Group, presented the results from the Customer Satisfaction Survey. The survey covered the following subjects:

- Customer Service
- Reservations
- Driver Satisfaction
- Travel Time
- Punctuality
- Compliant Resolution
- Commendations
- Use of the Operations Monitoring Center
- Traveling with Service Animal
- Quality of Service

The TPAC members discussed the findings and recommendations from the presentation.

DRAFT STRATEGIC PLAN

Matthew Avancena, Senior Manager of Planning and Coordination presented Access' draft Strategic Plan. The Strategic Plan identifies Access Services goals for the five-year period FY 2019 – FY 2023. The Agency goals align with the findings and recommendations outlined in the Comprehensive Operation Review. The plan also lists challenges the agency will face in the next 5 years:

- Ridership will continue to grow due to demographic changes which has a direct impact on costs
- Increase in minimum wage
- Contractors still have issues with hiring

The strategic plan will also serve as a narrative for Access' Annual Budget, outlining four main areas of focus:

- Safety

- Customer Service
- Coordination and Partnership
- Cost Control/Revenues

Chairperson Gracie Davis convened a subcommittee to discuss the Strategic Plan and met after the meeting to discuss next-steps.

ELIGIBILITY PROCESS

F Scott Jewell, Director of Administration presented the Eligibility Process. Effective July 2017, MTM the new Eligibility contractor began service at Access' new facility in Commerce.

Based on the recommendations listed in the Comprehensive Operational Review, MTM implemented an updated Eligibility process. Other changes include an updated application process, where riders pre-fill the application form before it is sent to processing. The prefilled information assists MTM staff to streamline the applicant's information.

Access riders may also call the customer service toll free number to receive other Transit resources available in Los Angeles County.

WHERE'S MY RIDE APP DEMONSTRATION

Ruben Prieto, IT Systems Analyst, presented an update about Access Services' Where's My Ride App. The Where's my Ride app allows the rider the ability to view the vehicle location 15 minutes before the scheduled pick up time. The application can be downloaded on various platforms; smart phones, tablets, older generation cellphones (flip phones), and computers. Access riders may register for the app on the Rider 360 portal or download the app from the Apple App Store or Google Play.

Mr. Prieto provided a video demonstration of a trip from a rider's perspective of utilizing the app. Mr. Prieto concluded his presentation by sharing that the Where's my ride app will be launched in phases by region. The application will go live in the Eastern Region on Christmas day, followed by other regions in early 2018. Staff plans to talk about the app at future community meetings, and will post instructional videos on Access' website to assist riders on how to use the app.

AUDIO RECORDING ON VEHICLES

Randy Johnson, Operations Manager, presented information about audio recording in vehicles.

The audio recording feature is a useful tool that will help improve the safety of passengers and drivers and resolve complaints from riders. The audio recording will be used for investigative purposes.

OPERATIONS UPDATE

Mr. Johnson reported the Operations Update, highlighting the addition of the Abandoned Calls metric to the presentation. For FY 2018, the abandoned call rate for reservations was less than 2 percent; this metric will be included in future operational reports. For November 2017, Access met all Key Performance Indicators.

Mr. Johnson also reported on the following items:

- Updated Operational Policies and Procedures
- Paratransit Riders Coalition Meetings
- Assisted in the Southern Region's new Safety Campaign
- Participated in Metro's Emergency Preparedness Exercise
- Attended Santa Clarita's Accessibility Advisory Committee

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Chairperson Davis requested a motion to adjourn
First: Kathryn Engel
Second: Luz Echavarria
Vote: Meeting adjourned at 11:31 a.m.