AGENDA
TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
(TPAC) MEETING

Thursday, January 9, 2014
9:30 a.m. – 11:30 a.m.
Access Services Headquarters
3449 Santa Anita Avenue
3rd Floor, Council Chambers
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.

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Item Description</th>
<th>Presenter</th>
<th>Disposition</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1</td>
<td>Call to Order</td>
<td>Chair</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>2</td>
<td>Introductions</td>
<td>Chair</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>3</td>
<td>Approve September 12, 2013 Meeting Minutes</td>
<td>Chair</td>
<td>Action</td>
<td>3-9</td>
</tr>
<tr>
<td>5</td>
<td>4</td>
<td>General Public Comment</td>
<td>Chair/Public</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>MTA Audit - Status Update</td>
<td>Matthew</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>6.</td>
<td>Veterans Community Transportation Living Initiative Grant</td>
<td>Matthew</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>7.</td>
<td>MTA Bus Stop Usability Study</td>
<td>Matthew/Kurt</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>8.</td>
<td>Origin-To-Destination Findings on FTA grantees</td>
<td>Matthew</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>9.</td>
<td>Open Meeting Laws and Teleconferences</td>
<td>Matthew</td>
<td>Presentation</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10.</td>
<td>TPAC Goals/ Items for 2014</td>
<td>Matthew</td>
<td>Information</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11.</td>
<td>New Business Raised Subsequent to the Posting of the Agenda</td>
<td>Members</td>
<td>Possible Action</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12.</td>
<td>Adjournment</td>
<td></td>
<td>Action</td>
<td></td>
</tr>
</tbody>
</table>

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](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, SEPTEMBER 12, 2013

CALL TO ORDER
Chairperson Wayne Wassell called the meeting to order at 9:44a.m.

INTRODUCTIONS
TPAC members and alternates in attendance: Wayne Wassell (METRO), Kathryn Engel (Glendale Beeline), LaShawn Gillespie (Foothill Transit), Diane Amaya (City of Redondo Beach), Frances Jacobs, Bruce Jenkins (Long Beach Transit), Linda Evans (LADOT), Evelyn Galindo (South LA Regional Center), Gracie Davis (OCTA), Giovanna Gogreve (Metro), Darren Uhl (Culver City), Sebastian Hernandez (City of Pasadena).

TPAC Members absent: Ernie Crespo, Jose L. Medrano, Ashley Koger.

Guest: Juan Jimenez, GPI; Mary Griffieth, Customer.

Access staff in attendance: Matthew Avancena, Michael Tobin, Elisa Diaz, Mark Maloney, Susanna Cadenas, Melissa Thompson, Alfredo Torales, Kim Hogarth-Hindi

CHAIRPERSON’S REPORT
No report was provided at this time.

APPROVE JULY 11TH, 2013 TPAC MEETING MINUTES

Chair Wassell entertained a motion to approve the July 11th, 2013 minutes. All members were in favor and the motion passed.

STAFF REPORT
Mr. Avancena reported the following:

- Next year (2014) will be the 20th anniversary of Access Services
  - Shelly Verrinder, Executive Director, has laid out a vision of highlighting Access through employees, stakeholders and through the people that Access serves
  - Access will be reaching out to member agencies in the upcoming months
There is a committee working on themes. Once themes are formulated they will be showcased at the Annual meeting in March, 2014.

GENERAL PUBLIC COMMENT
Mary Griffieth, an Access Services customer, stated that Access is a valuable means of transportation for people with disabilities. Back when Access began, people were limited where they could go but you could ultimately get to where you needed to go. Ms. Griffieth added that the drivers, customer service and CARE keep this service going. Ms. Griffieth added that education is needed for the riders.

REPORT FROM BOARD OF DIRECTORS
No report was given at this time.

TPAC OFFICER ELECTIONS
Mr. Avancena reported that a subcommittee was formed to nominate a slate of candidates for the next years TPAC officers. During discussion there was a question raised as to whether or not Mr. Wassell was technically ending his second term. After consultation with Access’ legal counsel it was determined that Mr. Wassell’s first term, even though it was a shortened one, is considered a first term. Therefore, he would not be eligible to serve another consecutive term as Chair of TPAC.

The subcommittee nominated Kathryn Engel of Glendale Beeline for Chair and Linda Evans of LADOT for Vice Chair.

Chair Wassell entertained motion to approve Kathryn Engel as new chair of TPAC. All members were in favor and the motion was passed.

Chair Wassell entertained motion to approve Linda Evans as vice chair of TPAC. All members were in favor and the motion was passed.

Mr. Avancena stated that he will ask the board to ratify TPAC’s action.
2013 FTA GRANTEE MANAGEMENT REVIEW

Mr. Avancena reported that the Federal Transit Administration (FTA) conducted a comprehensive Triennial Grantee Management Review of 14 different areas of the agency. The review team also visited two of Access’ six provider locations.

The review team had findings in four categories: (1) Disadvantaged Business Enterprise (DBE); (2) Asset Management; (3) Procurement and (4) Equal Employment Opportunity (EEO)

Mr. Avancena reported that one additional finding was on “origin to destination” service. Origin to destination encompasses door-to-door service. Access is working closely with the FTA in order to resolve this issue. According to HDR Economic’s ridership projection, origin to destination would cost Access Services $10-20 million per year due to impacts on productivity alone. Mr. Avancena added that while the other four findings can be closed out by October 21st, origin to destination will remain open.

Ms. Engel asked whether anyone has checked the specific language in the regulations stating that Access is complementary to fixed route and buses only pick up people at the curb. Ms. Engel asked that since Access must be complementary to fixed route, can the FTA require origin-to-destination service.

Mr. Avancena replied that according to FTA, Access must still provide origin to destination service.

Mr. Uhl asked if there are currently any paratransit systems that provide origin to destination service, and if so how are they doing it.

Mr. Avancena responded that New York City paratransit provides origin to destination service; however he stated that he does not know specifically how they provide the service.

Ms. Evans asked what kind of impact this would have on Access Services’ on-
time performance.

Mr. Maloney responded that origin to destination service ends up slowing down the entire system, however OTP may be maintained but it would become very expensive.

Ms. Davis stated that OCTA provides door to door service at a cost premium. A one way trip is $8.60 and a round trip is $17.20. If the driver loses sight of the vehicle, the driver cannot provide door to door service. OCTA was just reviewed by the FTA. FTA was concerned that OCTA is charging extra for the door to door service. FTA indicated that if an individual needs origin to destination transportation that OCTA should provide at the same rate as curb to curb service. OCTA tried to discontinue origin to destination service; however the community spoke out against it and expressed willingness to pay the extra fare. OCTA provides 5,000 trips daily and that origin to destination trips comprise about 100 trips. Ms. Davis added that the door to door service is primarily for those with cognitive disabilities, or for the families that can afford it.

Mr. Wassell asked Ms. Davis whether or not OCTA had a policy in place that required drivers to take the keys with them when exiting the vehicle.

Ms. Davis responded that there is no such policy and that there have been no issues with anyone trying to take the vehicle and that there are other passengers in the vehicle while the driver is away from it.

Ms. Galindo stated that the South L.A. Regional Center’s trips are all origin to destination, however there must always be aids inside the van at all times, but that the customers are the same customers that have prescheduled trips for a program.

Discussion ensued as to whether this could be the basis for a legal action against Access from the FTA.

Ms. Griffieth stated that this issue should be discussed with riders as education of the public is key.
END OF THE YEAR PERFORMANCE UPDATE

Ms. Thompson reported that there was an average growth of 6% in trips over the previous fiscal year. In October there was a 13% increase in trips from last year, which is atypical for the system. OTP was impacted by growth in demand and the software transition in the Northern Region.

Other measures tracked were “Late 4’s” (trips where pickup time occurs 45 minutes or later after twenty minute window) and calls on hold over five minutes.

The report card for fiscal year 2013 is as follows:

- Trips: 2,677,808
- OTP: 90.31%
- Late 4: 0.08%
- % Calls on hold over 5 minutes: 5.7%
- Denials: 0.08% (Access actually has a denial rate of 0%, the discrepancy here is due to call taker error)
- Complaints per 1,000 trips: 3.2
- No Shows: 3.42%

Ms. Thompson added that collisions per 10,000 trips have decreased substantially from fiscal year 2011. This can likely be attributed to the various safety initiatives and installation of SmartDrive cameras.

RANCHO SHUTTLE UPDATE

Mr. Torales reported that Access created a shuttle service from Rancho Los Amigos to the Blue Line/Green Line station. However, productivity was not meeting the goals set out in the original plan. Elimination of the service was considered, however Metro proposed opening the shuttle service to the general public. Mr. Torales added that this would help the shuttle service meet its productivity needs and would additionally alleviate wheelchair pass-ups by Metro.
OVERVIEW OF CUSTOMER SUPPORT DEPARTMENT

Ms. Cadenas conducted a presentation on the customer support department. The department processes and investigates complaints submitted by customers. The presentation covered the following: the customer care team, how complaints are submitted, process and accountability, collaboration with other departments, resources used in the investigation process, validated complaints, complaint classifications and trends.

Ms. Gogreve asked if Access was going to break down the conduct complaint into separate categories.

Ms. Cadenas responded that there will be a new classification titled “Procedure”, whereby drivers fail to follow rules and guidelines.

Mr. Wassell stated that the third most frequent complaint, “discourteous”, is something that can be fixed.

Ms. Cadenas responded that complaint information is forwarded to Project Administrators who will then address the problem by increasing driver training.

Mr. Avancena stated that a lot of complaints are also against other riders, such as complaints against another customer’s service animal and therefore it is also an educational process for some of the riders.

Ms. Evans asked how the complaints against the riders are handled.

Ms. Cadenas stated that depending on the type of behavior and how egregious the incident is, the customer may be sent a warning letter. After repeated incidents the customer may be suspended.

Mr. Avancena stated that there is a very high threshold for customer
suspension and that the ADA is strict on what kind of basis you can suspend a customer’s service.

Ms. Amaya asked how the investigation is undertaken and what type of evidence is considered.

Ms. Cadenas responded that there are safety cameras on board the vehicles and that Access can pull archived calls.

Mr. Maloney stated that 80% of Access trips are shared trips, and therefore customer support staff can call passengers who were on the trip in question to gather information regarding the incident. Mr. Maloney also stated that although ridership has increased over the past three years, there is still a downward trend in complaints.

TPAC MEMBERSHIP RE-APPOINTMENTS

Mr. Avancena reported that the TPAC Bylaws require that members be re-appointed by the Board every two years. There are two groups, Group A and Group B, and this year the terms of Group A members are set to expire. Mr. Avancena added that he will be requesting the Board of Directors for the re-appointments.

NEW BUSINESS POSTED SUBSEQUENT TO THE POSTING OF THE AGENDA

Mr. Avancena stated that no meeting would be conducted in November.

ADJOURNMENT

Chair Wassell adjourned the meeting at 11:02 a.m.