

access

AGENDA TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE (TPAC) MEETING

Thursday, January 12, 2017

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.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approval September 8, 2016 Meeting Minutes	Chair	Action	3-7
	4.	General Public Comment	Chair/Public	Information	
	5.	Interim Executive Director's Report	Andre Colaiace	Information	
	6.	Regional Performance Data	Randy Johnson	Presentation	
	7.	Stand Sign Redesign	Alex Chrisman Josh Southwick	Presentation	

8.	Free Fare Program Update	Matthew Avancena	Information
9.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
10.	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, SEPTEMBER 8, 2016**

CALL TO ORDER

Vice Chairperson Linda Evans called the meeting to order at 9:41 a.m.

INTRODUCTIONS

TPAC members and alternates in attendance: Dana Pynn (Long Beach Transit), Diane Amaya (Beach Cities Transit), Gracie Davis (OCTA), Giovanna Gogreve (METRO), Linda Evans (LADOT), Frazier Watts(GTrans), Ifeanyi Ihenacho (Torrance Transit), Frances Jacobs (East Los Angeles Regional Center), Jose Medrano (Montebello Bus Lines), Kevin Parks McDonald (Foothill Transit), Sebastian Hernandez (Pasadena), David Feinberg (Santa Monica's Big Blue Bus).

TPAC Members absent: Evelyn Galindo (South Central Los Angeles Regional Center), Kathryn Engel (Glendale Beeline).

Guests: Annette Arriola (Alta), Rochelle Goeman, Michael Conrad, Dennis Chiapetta (CARE).

Access staff in attendance: Andre Colaiace, Mike Greenwood, Steve Chang, Matthew Avancena, F Scott Jewell, Sherry Kelley, Evie Palicz, Geoffrey Okamoto, David Foster, Alfredo Torales, Eric Haack, Sherri Adams, Elisa Diaz and Alvina Narayan.

APPROVE JUNE 9, 2016 MEETING MINUTES

Motion: Chairperson Evans entertained a motion to approve the June 9, 2016 minutes as printed.
First: Dana Pynn made a motion to approve the minutes
Second: Gracie Davis
Vote: Members were in favor to approve the minutes as printed

GENERAL PUBLIC COMMENT

Rachele Goeman, Access Rider and a Community Advisory Committee Member expressed concern regarding Access trips completed by taxi-cabs. Ms. Goeman travels with a service animal and often times her trips are a shared ride, leaving very little to no space for her service animal in the vehicle. Deputy Executive Director, Operations, Mike Greenwood was assigned to assist Ms. Goeman.

INTERIM EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Interim Executive Director shared Access' recent transition in leadership. Mr. Colaiace continued his report by outlining the upcoming projects Access will undertake in the coming months:

- FTA's discussion of the oversight finding; Access will implement a standing item at TPAC meetings presenting regional performance data
- Eligibility Process including a new RFP scheduled to be released in the coming months
- Comprehensive Operational Review

Mr. Colaiace concluded his report by sharing the upcoming Annual Meeting date. He also requested input from committee members about the annual meeting content and format.

TPAC OFFICER ELECTIONS

Matthew Avancena, Senior Manager, Planning and Coordination discussed officer elections. TPAC bylaws requires officer elections to take place for the Chairperson and Vice Chairperson to fill 12-month terms effective September 2016 – October 2017. Kathryn Engle and Giovanna Gogreve volunteered for the nominations subcommittee. The nominations committee proposed Ms. Gracie Davis from Orange County Transportation Authority to serve as the Chairperson and Linda Evans from L.A. Department of Transportation as Vice-Chairperson.

Motion: Mr. Avancena requested the committee to entertain the motion as proposed by the nominations subcommittee.

First: Sebastian Hernandez made a motion to approve the proposed officer elections.

Second: Kevin Parks McDonald.

Vote: Members were in favor to approve the officer elections as proposed.

ELIGIBILITY RFP/LOCATION FACILITY

Steve Chang, Deputy Executive Director, Client Relations shared a brief history of Eligibility and its functions including facility location. Mr. Chang shared the current contract is scheduled to end in 2017. Access is scheduled to release a Request for Proposals (RFP) for Eligibility Services in October 2016. The presentation went on to share the RFP details, outlining the new enhancements that have been listed in the RFP:

- Facility Capacity, Functionality & Amenities
- Mobility Management Options
- Improve Evaluation Process
- Functional Assessment Language and Process

Access staff will work with a design firm to maximize the use of the facility, simultaneously work with the Eligibility Service contractor to enhance the overall process from beginning to end.

WHERE'S MY RIDE UPDATE

F Scott Jewell, Director of Administration, presented an update with the new software application Access is currently beta testing. Mr. Jewell demonstrated a step by step review of how the app is formatted and scheduled to operate. The project will continue with the beta testing phase and Access will continue to assess its feasibility with the various operating software platforms.

REGIONAL PERFORMANCE DATA

Mike Greenwood, Deputy Executive Director, Operations & Safety presented an Operational Performance Report for July-August 2016. The presentation outlined and detailed key performance indicators by region, identifying standards for each category along with the performance metrics for on-time performance, late 4s, average initial hold time, calls on hold over 5 minutes and preventable collisions per 100,000 miles.

Mr. Greenwood also highlighted Operations recent achievements and shared as contractor's continue to face growing demand and challenges, Access staff will continue to monitor performance and overall operations.

ELIGIBILITY SURVEY RESULTS

Eric Haack, Strategic Planner indicated in May 2016 Access launched a nationwide on-line survey of other paratransit systems. Access contacted a total of 20 urban paratransit systems and received a total of 10 responses. The initial survey results demonstrate the respondent's eligibility assessment practice and process.

The goal of the survey results will assist Access in conducting a comparative analysis along with reviewing national best practices regarding its eligibility program.

CUSTOMER SERVICE TRANSITION

Sherry Kelly, Senior Manager of Customer Service along with Annette Arriola of Alta Resources presented a detailed update of the customer service transition. Three of the four-part transition plan has been successfully implemented. The presentation outlined the key performance indicators from April to August 2016, demonstrating achievements and areas of improvement. The presentation also identified internal customer relations functions. The transition to Alta Resources continues as planned. As the final transition of Operations Monitoring Center (OMC) moves to Alta Resources, Access staff will continue to monitor performance including metrics. The final transition is scheduled to

take place by the end of September 2016.

CTSA TRAINING SCHEDULE

Sherry Adams, Training and Development Coordinator and Evie Palicz, Manager, Training and Development presented upcoming training classes offered by Access Services' CTSA Program.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Motion: Vice Chairperson Evans requested a motion to adjourn
First: David Feinberg
Second: Dana Pynn
Vote: Meeting was adjourned at 11:17 a.m.