

# access

## AGENDA

### TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, January 10, 2019

9:30 a.m. – 11:30 a.m.

Access Services Headquarters, 3449 Santa Anita Avenue

Third Floor Conference 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.	Approve November 8, 2018 Minutes	Chair	Action	3-5
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Special Transportation Services	F Scott Jewell	Presentation	

7.	CTSA Program Update and Schedule	Onnika Payne/Alvina Narayan	Presentation
8.	Operations Report	Mike Greenwood	Presentation
9.	Medi-Cal Reimbursement Program Update	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 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 agenzized 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 8, 2018**

## **CALL TO ORDER**

Chairperson Gracie Davis called the meeting to order at 9:36 a.m.

## **INTRODUCTIONS**

TPAC members and alternates in attendance: Gracie Davis (OCTA), Jesse Valdez (East Los Angeles Regional Center), Giovanna Gogreve (Metro), Aida Douglas (Long Beach Transit), Luz Echavarria (LADOT), Eric Hoch (Santa Monica Big Blue Bus), Kevin Parks McDonald (Foothill Transit), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Nicole Campos (Pomona Valley Transportation Authority), Vinita Waskow (City of Redondo Beach, Beach Cities Transit), James Lee (Torrance Transit), Norm Hickling (Antelope Valley Transportation Authority), and Kathryn Engel (City of Glendale, Beeline).

**TPAC Members absent:** Trini Ramirez (City of Pasadena), Jose Medrano (Montebello Bus Lines), and Frazier Watts (Gardena Bus).

**Access staff in attendance:** Andre Colaiace, Onnika Payne, Fayma Ishaq, Elisa Diaz, Ruben Prieto, Megan Mumby, Mike Greenwood, Melissa Mungia, Mario Torres, Kevin Andoaga, Hector Rodriguez, F Scott, Beth Ross, Alvina Narayan, Matthew Avancena, Randy Johnson, Rogelio Gomez, Yvonne Siu, and Eric Haack.

**Guests:** Annette Arriola (Alta Resources), Nadar Raydan (MV Transit), Luis Garcia (Global Paratransit), and Diana Do (MTM).

## **Approve August 9, 2018 MEETING MINUTES**

Motion: Chairperson Gracie Davis entertained a motion to approve the August 9, 2018 minutes as printed.

First: Kevin Parks-McDonald made a motion to approve the minutes.

Second: Giovanna Gogreve

Vote: Members were in favor to approve the minutes.

## **EXECUTIVE DIRECTOR'S REPORT**

Andre Colaiace, Executive Director, reported the best on-time performance in ten years were in the months of September to October 2018. In late September, Access received a closure letter from the Federal Transportation Authority (FTA) for the ADA Complementary Paratransit Compliance Review, where all the recommendations were completed. On Tuesday, November 6, 2018, Access offered free rides to over 704 riders to vote during the elections.

Mr. Colaiace concluded his report with a story he shared from a visitor from Sydney, Australia. Ben Jackson, CEO of Easy-Go Connect, a transportation agency who provides rides to

approximately 21 million people with disabilities and seniors. Easy Go Connect also provides 5 million trips a year with the help of volunteers.

## **OPERATIONS REPORT**

Fayma Ishaq, Project Administrator presented the Operations update for October 2018. Currently, we are meeting all key performance indicators, as October is the busiest times for services for Operations.

Ms. Ishaq reported the following key October highlights:

- Phase One of Online Reservations and Cancellations were implemented in the Eastern and West/Central Regions
- Access monitored trips to several special events, such as the Disability Pride Parade and Festival (October 7)
- Access staff attended an emergency tabletop exercise at Los Angeles County Public Works with several LA County departments, city and state officials

## **TPAC OFFICER ELECTIONS**

Matthew Avancena, Director of Planning and Coordination informed members of TPAC officer elections for FY 2019. For the next term, Ms. Gracie Davis, Orange County Transportation Authority (OCTA) volunteered to serve as Vice-Chairperson. The recommendation is to elect Ms. Giovanna Gogreve, LA Metro as the Chairperson, and as a result, Ms. Gogreve has agreed to run for this position.

Mr. Avancena entertained a motion to elect Ms. Giovanna Gogreve as Chair and Ms. Gracie Davis as Vice-Chair. All members were in favor and approved the motion.

## **WHERE'S MY RIDE UPDATE & INFORMATION CAMPAIGN**

Ruben Prieto, Systems Administrator presented an update on the Where's My Ride app. Since January 2018, there are over 3,200 users of the app, with an average of 7,000 daily ETA requests, and 25 facilities using on behalf of riders. Most recently, some enhancements to the app include vehicle type information displayed, outage alert notifications to inform riders of system issues, and vehicle reassignment to inform riders of potential delays. Mr. Prieto also discussed phase two of the app where there will be additional on-hold messages to the contractor's phone systems, and distribution of seat drops.

## **WEB BOOKING**

Melissa Mungia, Business Analyst introduced the Web Booking Application. The application is Access' latest technology initiative geared to giving customers more options to manage their

trips. Customers can access the app in a web browser using devices such as a computer, tablet, and smartphone. On September 19, Access invited a small group of customers to attend a demonstration of the app, and to be part of the alpha test group. The next three phases will be implemented September 2018 through summer 2019.

Ms. Mungia demonstrated a brief introduction of how customers navigate the online app booking system.

### **CUSTOMER SERVICE WORKING GROUP**

F Scott Jewell, Director of Administration presented information about the Customer Service Working Group to evaluate the effectiveness of the customer service function. In June 2015, there was a Comprehensive Operational Review of Customer Service, which recommended consolidating all the customer service functions to one single call center, Alta Resources.

The working group came up with short and medium term recommendations, and the next steps will be to present periodic updates to CAC, TPAC, and the Board members.

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

None.

### **ADJOURNMENT**

Motion: Chairperson Davis requested a motion to adjourn  
First: Aida Douglas  
Second: Jose Medrano  
Vote: Meeting adjourned at 11:22 a.m.